



United States Department of Agriculture

Food, Nutrition, and Consumer Services

PERFORMANCE WORK STATEMENT ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES

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SECTION C
PERFORMANCE BASED STATEMENT OF WORK
FOR ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES (ACSS)
AT THE FOOD, NUTRITION, AND CONSUMER SERVICES (FNCS)

NOTE OF EXPLANATION:

The format of this Performance Work Statement (PWS) represents a departure from the traditional format. The intent of this format is to solicit the most efficient and effective approach to complete the requirements listed. To achieve this goal:

- The requirements are subject to a comparison between private and public sector offerors; therefore, the term “Service Provider (SP)” is used in lieu of the term “Contractor.”
- The term “Award” is used herein in lieu of the term “Contract” because the result of this comparison may be one of the following:
 1. Implementation of the Government’s Most Efficient Organization (MEO).
 2. Award of an Inter (or Intra) Service Support Agreement (ISSA).
 3. Award of a commercial contract.
- Significant process improvements are desired.
- The requirement is defined based on the desired output of products and services and “how-to” procedures have been removed, wherever possible.
- The selection will be subject to a Best Value determination to select the proposal to compete against the Government’s MEO. The Government encourages proposals that will achieve cost savings through innovative processes.

SECTION C-1

1 GENERAL INFORMATION

The Service Provider (SP) shall provide the Administrative/Clerical Support Services identified in this Performance-based Work Statement (PWS) for the Food, Nutrition, and Consumer Services Headquarters (FNCS) at the Regional Offices (RO), Field Offices (FO), and Compliance Area Offices (CAO). This includes all direct and indirect resources, except as specified in Section C-3 as Government furnished items (GFI) and services.

1.1 SCOPE OF WORK

- **Section C-1**

Provides general information in order to facilitate an understanding of the requirements.

- **Section C-2**

Provides definitions and acronyms used throughout this document and in the performance of this award.

- **Section C-3**

Provides information as to Government furnished items.

- **Section C-4**

Provides information on items to be SP furnished.

- **Section C-5**

Presents the Performance Based Requirements (PBR), in the form of a Performance-based Work Statement (PWS), as listed below:

5.1.1.1 Processing Documents

5.1.1.2 Scheduling Supported Services

5.1.1.3 Office Operations

5.1.1.4 Reception Services

1.2 FNCS INFORMATION

The Food, Nutrition, and Consumer Services (FNCS) ensures access to nutritious, healthful diets for all Americans. Through food assistance and nutrition education for consumers, FNCS encourages consumers to make healthful food choices. Today, rather than simply providing food, FNCS works to empower consumers with knowledge of the link between diet and health, providing dietary guidance based on research. FNCS is comprised of two programs:

1.2.1 FOOD AND NUTRITION SERVICES (FNS)

FNS works in partnership with the States in all its programs. States determine most administrative details regarding distribution of food benefits and eligibility of participants, and FNS provides funding to cover most of the States administrative costs.

The Food and Nutrition Service (FNS) oversees the following programs:

- Food Stamp Program (FSP)
- Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
- The WIC Farmers' Market Nutrition Program
- National School Lunch Program
- School Breakfast Program
- Summer Food Service Program
- The Emergency Food Assistance Program (TEFAP)
- Child and Adult Care Food Program
- Commodity Supplemental Food Program
- Special Milk Program
- Food Distribution Program on Indian Reservations
- Nutrition Services Incentive Program (Formerly Nutrition Program for the Elderly)
- Nutrition Assistance Program: Puerto Rico, American Samoa, and the Commonwealth of the Northern Marianas Islands
- Pacific Island/Disaster assistance
- Commodities, Charitable, Institutions and Summer Camps
- Senior Farmer's Market

1.2.1.1 FNS MISSION AND FUNCTIONS

FNS increases food security and reduces hunger in partnership with cooperating organizations by providing children and low-income people access to food, a healthful diet, and nutrition education in a manner that supports American agriculture and inspires public confidence.

The Food and Nutrition Service administers the 16 food assistance programs of the U.S. Department of Agriculture and serve one in six Americans. They provide a safety net to people in need.

The programs' goals are to provide needy persons with access to a more nutritious diet, to improve the eating habits of the Nation's children, and to help America's farmers by

providing an outlet for the distribution of food purchased under farmer assistance authorities.

1.2.2 CENTER FOR NUTRITION POLICY AND PROMOTION (CNPP)

The [Center for Nutrition Policy and Promotion](#) (CNPP) was created in the U.S. Department of Agriculture, December 1, 1994, and is the focal point within USDA where scientific research is linked with the nutritional needs of the public.

1.2.2.1 CNPP MISSION AND FUNCTIONS

The creation of the Center comes at a time when the American public is increasingly aware of the importance of diet, yet is receiving conflicting nutrition messages. The Center, therefore, will serve as a touchstone where the public is assured that the nutrition guidance they receive is based on sound research and analysis.

The Center reports to the Office of the Under Secretary of Agriculture for Food, Nutrition and Consumer Services. The staff of the Center is composed primarily of nutritionists, nutrition scientists, and economists all of whom were chosen for their expertise.

The Center for Nutrition Policy and Promotion carries out its mission by:

Developing and coordinating nutrition policy within the USDA

Assessing the cost-effectiveness of government sponsored nutrition programs on food consumption, food expenditures, food-related behavior, and nutritional status

Preparing periodic updates on the cost of family food plans and of raising children

Investigating techniques for effective nutrition communication for Americans

Evaluating the Nutrient Content of the U.S. Food Supply. One of the Government's longest running historical studies begun in 1909, it documents the amounts of nutrients, which are available to American consumers.

The Center for Nutrition Policy and Promotion publishes the "Family Economics and Nutrition Review" each quarter, which is available by subscription. In addition, the Center publishes a variety of other dietary guidance materials for the general public and nutrition and health educators, as well as "Expenditures on Children by Families." In conjunction with the U.S. Department of Health and Human Services, the Center publishes the "Dietary Guidelines for Americans." The Center also maintains and updates the Thrifty Food Plan, which serves as the nutritional basis for determination of Food Stamp Program benefits.

1.3 GENERAL INFORMATION (APPLICABLE TO ALL CONTRACT LINE ITEM NUMBERS)

All SP employees shall abide by pertinent regulations set forth in this PWS.

The SP shall also comply with applicable Federal, State, local and FNCS laws and regulations. The SP shall develop and update standard operating procedures (SOP) in accordance with applicable regulations listed in Section C-6 and as directed by the Contracting Officer's Representative (COR).

1.3.1 GENERAL OPERATING CONDITIONS

1.3.1.1 OPERATING HOURS

Business operating hours are from 0600 to 1800; core hours vary and will be identified in Section J. Some functions may be required to provide services before/after normal work hours, weekends and/or holidays. Those areas will be identified separately in individual attachments to this PWS. See exhibit (blank) for hours of operation by location. The SP shall comply with the closing procedures from the Federal Executive Board on inclement weather, natural disasters. The SP's personnel shall be available on-site at FNCS facilities during designated hours of operation. Telecommuting may be permitted on a limited basis when authorized before hand by the COR.

1.3.1.2 FEDERAL HOLIDAYS

Federal holidays are listed below. Should a Federal holiday fall on a Saturday, the Friday immediately before is considered the holiday; if the Federal holiday falls on a Sunday, the Monday immediately following is considered the holiday.

NEW YEARS DAY	LABOR DAY
M.L. KING BIRTHDAY	COLUMBUS DAY
PRESIDENTS DAY	VETERANS DAY
MEMORIAL DAY	THANKSGIVING DAY
INDEPENDENCE DAY	CHRISTMAS DAY

1.3.1.3 FNCS SHUT DOWN

There are days the FNCS is shut down as a result of extremely bad weather or natural disasters. Notification normally is provided by local radio and television stations which air closings and delayed opening announcements for the Government. Federal Executive Boards in the affected area normally makes the decision to either shut down or delay opening of the office.

1.4 PERSONNEL

1.4.1 GENERAL

The SP shall furnish trained and qualified personnel to accomplish all work required. SP employees shall be competent in speaking, reading, writing and understanding the English language.

1.4.2 STANDARDS OF CONDUCT

All personnel employed by the SP in the performance of this Award, or any representative of the SP entering the Government property, shall obey all instructions,

rules or operating procedures that apply to FNCS employees. The SP shall be responsible for maintaining satisfactory standards of employee conduct and for taking such disciplinary actions with respect to his employees as may be necessary. The COR will require the SP to remove from the work location any SP employees found under the influence of alcohol, drugs, or any other incapacitating agent during their tour of duty, or whose conduct or appearance adversely affect the efficiency of the accomplishment of the mission of FNCS.

The removal from the work location of a SP employee shall not relieve the SP of the requirement to provide sufficient personnel to perform the specific tasks outlined in this PWS. No SP employee will be permitted on the work location when evidence is revealed that his/her presence would be detrimental to the security of the work location or to the accomplishment of the work prescribed. The Government reserves the right to require removal from the work location of any SP employee who endangers persons or property or whose continued employment is inconsistent with the interests of the Government. Further, the Government reserves the right to refuse to permit any SP employee to perform services under the Award who is not in compliance with requirements of the Award. In such cases, the COR will advise the SP in writing of the reason for requesting an employee's removal or withdrawing his/her authorization to enter the work location.

1.4.3 ATTIRE

It shall be the responsibility of the SP to ensure that personnel working under this Award properly display the degree of neatness and cleanliness practical in the accomplishment of their duties consistent with accepted business practices. Clothing intended for casual, leisure and sporty activities, e.g., shorts, warm-up and sweat suits, halter-tops, is not appropriate in the FNCS workplace.

1.4.4 INAPPROPRIATE BEHAVIOR

Inappropriate behavior, such as fighting, use of abusive or offensive language, disruptive shouting, and intimidation by words or actions, or sexual harassment shall not be permitted. SP employees shall not participate in disruptive activities that interfere with normal and efficient Government operations.

1.4.5 INTOXICANTS

The SP shall not allow any employee to possess, sell, consume, or be under the influence of intoxicants, drugs, or substances that produce similar effects.

1.5 PROJECT MANAGER AND KEY PERSONNEL

The SP shall provide an on-site project manager, or a designated representative, physically present and available for discussion with the COR during normal work hours. Physically present is interpreted as available at all times during normal work hours; it does not imply that the manager is devoted exclusively to this project. The project manager shall be responsible for the overall management and coordination of the work to be done and shall act as the central point of contact with the COR. The SP may, at his/her discretion, combine the foregoing requirements with the functions of other

employees as long as the requirements of Section C-5 are met. When Award work is being performed at times other than normal operating hours, an individual shall be designated by the SP to act for the project manager. A copy of the SP organizational chart as proposed for the performance of this PWS shall be provided with the proposal. It shall be updated and provided to the COR within ten days of notification of SP final selection (CDRL xxx). The SP chart shall include names, addresses and telephone numbers of the project manager and supervisory and key management personnel who shall serve as a focal point between the SP and the Government to resolve problems and emergency situations. The SP shall keep this list updated and shall notify the COR within one workday, in writing, whenever changes are made.

1.5.1 IDENTIFICATION OF SP'S EMPLOYEES

The SP shall provide to the COR a list of all employees who will perform under the Award. The list shall contain the SP's name, Award number, full name of each employee, job title or position held by each employee, employees work assignment and security clearance level. The SP shall notify the COR, in writing, of any addition, deletion or change within seven calendar days of such change.

1.6 TRANSITION PLAN

The Transition Plan (TP) is a written plan to enable the orderly and progressive transition from full performance under the pre-award organizational structure to full performance by the SP. It is to be designed to minimize disruption and adverse impacts, and describes capitalization and start-up requirements. Requirements for the SP TP are included in Section L.

1.6.1 TRANSITION REQUIREMENTS

There will be a phased transition from the final decision through (date to be determined). During the transition period the SP will gain familiarity with necessary processes and procedures in accordance with the schedule in Section XX. A proposed transition plan is required as part of the offeror's proposal.

1.6.2 TRANSITION PERIOD ACCESS

During the transition period, the SP will have access to the facilities to familiarize supervisors, key personnel, and staff with equipment, reporting, work scheduling, and procedures. Also, SP personnel will have access to perform joint property and equipment inventories and transfer equipment and property to the SP's equipment and property custodians. Property and equipment inventories will be maintained in the FNCS Property Accountability System. To preclude any interference with operations, the SP shall make arrangements for access to the Government facilities with the COR.

1.7 SECURITY

1.7.1 IDENTIFICATION CARDS AND BADGES

All SP employees shall obtain and display an FNCS identification card or badge whenever on the work location. Identification cards or badges shall be obtained prior to, or, on first day of work. The COR will be the approval authority on requests for identification cards.

The SP shall be responsible for ensuring all departing SP employees are out-processed, to include turn-in of identification cards (including keys or other assigned items). When an employee leaves the SP's service, the employee's FNCS identification card (including keys or other assigned items) shall be returned to the Government prior to departing the work location.

The Government will have and exercise full and complete control over granting or denying identification cards or other required security identification badges. It shall be the SP's responsibility to account for all identification cards/badges issued to SP employees. Final SP payment will be withheld until accountability for all identification cards and security identification badges (including keys or other assigned items) have been completed.

1.7.2 RECORDS MANAGEMENT

The Records Management Program was established to manage FNCS records, which enable and support the work of the agency to fulfill its mission. Every Federal agency is legally required to manage its records. All records made or received by FNCS that documents its organization, functions, policies, decisions, procedures, operations, and other activities – regardless of who created it or how the information was created/recorded – must be identified, classified, retained and disposed of in accordance with procedures authorized by the National Archives and Records Administration.

The Records Management Program provides oversight of the agency records by establishing standards, procedures, and techniques for the effective management and physical care of FNCS records. FNCS records encompasses documents in all media, including records created, used, maintained, transmitted, or disposed of in paper and electronic form (ex. machine-readable records that require machine processing for conversion to human readable form; microfiche, magnetic tapes, disks and drums, video files, optical disks, and floppy disks).

The Records Management Program guidance is covered in FNCS Instruction 270-1, "Records Management Program". This instruction outlines prescribed procedures for administering this program, which includes:

- A subject classification file plan,
- Procedures for setting up files,
- Filing procedures,
- The records retention schedule,
- Records disposal methods, and
- Transferring procedures for inactive records.

Departmental Regulation 3080-001 prescribes the policies, responsibilities, and procedures for the management of electronic records within the Department of Agriculture. It also establishes the basic requirements related to the creation, and maintenance, adequate documentation, and proper records disposition of electronic records, which include all data files and data bases as well as text information in an office automation system. Unless otherwise noted, these requirements apply to all electronic records systems, whether on microprocessors, mini- or mainframe computers, regardless of storage media, in network or stand-alone configurations. This directive is designed to help managers carry out their responsibilities and at the same time establish and maintain an active, continuing program for the economical and efficient management of electronic records consistent with the policies established by the General Services Administration and National Archives and Records Administration.

1.8 PRIVACY ACT/PERSONAL INFORMATION

The SP shall comply with requirements of FNS Instruction 160-3 (Collection, Maintenance, Use and Dissemination of Personal Information) under the Privacy Act of 1974. The SP and its employees shall not disclose or disseminate any information that may be considered private in nature concerning FNS, business, client or contractor employees except as directed by the COR.

1.9 SAFETY AND HEALTH

The SP shall comply with requirements of FNCS/USDA Occupational Safety and Health Plan (refer to safety training information in section C-3).

1.9.1 ACCIDENT/MISHAP REPORTING

The SP shall report accidents to the COR and immediate FNCS supervisor orally within one hour of any accident. Within two working days of any accident, the SP shall submit to the COR form FNCS-716, Incident or Accident Report that will cover the circumstances of the accident.

1.10 FOREIGN NATIONALS

1.10.1 EMPLOYMENT OF NON-US CITIZENS

The SP shall ensure that all personnel employed in the performance of this Award shall be United States citizens, or non-United States citizens legally admitted into the US, and who can produce evidence of legal authority to be employed in the United States. The COR and FNCS Human Resources Management shall approve employment of any non-US citizen prior to the start of work performance by the non-US citizen.

1.11 TELEPHONE SERVICE

The Government-furnished telephone service as described in C-3. Government-furnished telephones are subject to monitoring at all times. Use of these telephones constitutes

consent to monitoring. The SP shall contact the COR when changes/additions are needed for any Government phones or network lines.

1.12 WARRANTIES

1.12.1 MANUFACTURER'S WARRANTIES

The SP shall exercise all existing manufacturers commercial warranties on Government furnished equipment on the Government's behalf. The SP shall report any difficulty in exercising manufacturer warranties to the COR and request his assistance as necessary. The SP shall not be responsible for repairing equipment under warranty. If the SP performs maintenance and repair on equipment that is under warranty without being directed to perform said work by the COR, such work shall not be the basis for an adjustment in Award price. The Government will furnish to the SP warranty information on all Government-furnished equipment.

1.13 DATA REPORTS

During the performance period, the SP shall collect workload information and provide a monthly summary to the Government (CDRL XXX). The SP shall provide personnel manning and information necessary for the Government to make assessments of organizational workload and evaluation of SP performance. The metrics to be included in this summary are shown as requirements in the PWS section C-7 under workload. The quantity of units shown does not necessarily represent future levels of service required to effectively support the customers and achieve the required outcomes. The report shall be submitted in the SP's own format NLT ten working days after the last day of each month,

SECTION C-2

2 ACRONYMS AND DEFINITIONS

2.1 ACRONYMS

Abbreviation/Acronym	Meaning
A	
AABA	Aid to the Aged, Blind, or Disabled
AAP	American Academy of Pediatrics – a group we work with closely to promote breastfeeding and other healthy food and lifestyle choices for infants and children.
ABAWD	Able Bodied Adults Without Dependents, a designation of a type of food stamp household
ABN	American Bank Note
ACF	Administration for Children and Families, DHHS which administered AFDC, and now TANF
ACH	Automated Clearing House. System of moving money run by Federal Reserve.
ACOR	Assistant Contracting Officer's Representative
AD	Administrative Directive. One of a series of standardized forms.
ADA	American Dietetics Association – Many FNCS and State program nutritionists are registered dieticians, and members of this professional association.
ADH	Administrative Disqualification Hearing
ADP	Automated Data Processing
ADR	Alternative Dispute Resolution, an informal procedure for handling conflicts between FNCS employees.
AE	Agency Error
AED	Automated External Defibrillator. Equipment used to save the lives of heart attack victims, now being made available to FNCS employees in some locations, though agreements with FOH.
AFDC	Aid to Families with Dependent Children (program replaced by TANF).
AFGE	American Federation of Government Employees. The union that has a chapter representing FNCS BU employees in MARO.
AIMS	Automation Investigation Management System. Software that allows the user to assign, update, distribute as well as research stores' information as requested
AKAP	Authorization Kit Automated Processing
ALERT	Anti-Fraud Locator using EBT Retailer Transactions
AMA	Account Management Agent System that Federal Reserve Bank of Richmond runs for us to monitor ASAP account funding and draws.
AMART	Alert Management Reporting Tool (Part of ALERT)

Abbreviation/Acronym	Meaning
ANSI	American National Standards Institute. Approves the technical specifications that are used for the EBT transaction data.
AOA	Administration on Aging – Federal agency that administers many programs for the elderly, including partnering on food programs.
AORD	As of Review Date
APD	Advance Planning Document. A written plan of action that request Federal funds to accomplish the tasks necessary to acquire significant ADP equipment and/or services
APDU	Advance Planning Document Update. The annual self-certification by the State agency on the status of the project development activities and expenditures in relation to an active APD
APHSA	American Public Human Services Association – association of State Agencies that manage welfare programs, including Food Stamps.
ARB	Administrative Review Branch
ARC	American Red Cross. One of the agencies that we coordinate with in a disaster.
AREERA	Agricultural Research, Extension, and Education Reform Act of 1998.
ARES	Amateur Radio Emergency Services. One of the sources of communication in a disaster.
ARRL	American Radio Relay League. One of the sources of communication in a disaster.
ARTS	Administrative Review Tracking System
ARO	Administrative Review Officer
ARU	Audio Response Unit
ASAP	Automated Standard Application for Payment
ASAP	As soon as possible.
ASFSA	Powerful lobbying organization that includes State and local members of National School Lunch Programs.
ATM	Automated Teller Machines are in EBT Systems because of cash programs.
AUSA	Assistant U.S. Attorney
AUTODIN	Automatic Digital Network
AVR	Automated Voice Response, a.k.a. ARU for Automated Response Units
AWOL	Absent without Leave
AWS	Alternate Work Schedule
ALERT	Anti-Fraud Locator using (EBT) Redemption Transactions; includes Extract system for STARS, REDE and ALERT (ESSRA) and Watch List
AMART	Alert Management Reporting Tool (part of ALERT)
ANSI	American National Standards Institute

Abbreviation/Acronym	Meaning
AQL	Acceptable Quality Level
ARTS	Administrative Review Tracking System (Agency software)
ATS	Automated Travel System
B	
BBA	Balanced Budget Act of 1997.
BENDEX	Beneficiary and Earnings Data Exchange
BIA	Bureau of Indian Affairs. Federal authority on Indian reservations where FNCS provides benefits.
BIN	Bank Identification Number or the first 6 digits on credit and debit cards and shows the party that will be paying for the transaction.
BPA	Blanket Purchasing Agreements.
BO	Business Objects
BOB	Bodies on Board
BOI	Basis of Investigation (Program Specific)
BOI	Basis of Issuance
BRD	Benefit Redemption Division
BRSD	Benefit Redemption System Branch (Minneapolis) (BRSB)
BU	Bargaining Unit. The employees you are, by definition, represented by a union chapter once it has been voted into existence. Usually, all non-supervisors, and non-confidential positions are in the BU.
BUA	Basic Utility Allowance. Part of calculation for food stamp benefits.
C	
CA	Commercial Activities
CACFP	Child and Adult Care Feeding Program, operated under SNP
CAP	Corrective Action Plan. The State's response to our ME report
CAT	Crisis Action Team. Disaster response team
CATS	Compliance Activity Tracking Subsystem (part of STARS)
CB	Compliance Branch
CBAO	Compliance Branch Area Office (4 offices)
CBO	Congressional Budget Office
CBPP	Center on Budget and Policy Priorities
CCC	Commodity Credit Corporation
CDC	Centers for disease Control, U.S. Public Health Service. Located in Atlanta, this agency researches disease outbreaks worldwide
CE	Categorical Eligibility
CER	Change/Enhancement Request
CFDA	Catalog of Federal Domestic Assistance
CFR	Code of Federal Regulations
CGA	FNCS' office of Congressional and Governmental Affairs
CHIP	Children's Health Insurance Program
CINC	Commander-in-Chief
CLASP	Center of Law and Social Policy

Abbreviation/Acronym	Meaning
CLINS	Contract Line Item Numbers
CLP	Continuous Learning Plan. A 12-month development plan which the employee and supervisor agree would further the employee's professional growth
CMIA	Cash Management Improvement Act
CMT	Crisis Management Team. Disaster response team
CMP	Civil Money Penalty
CMS	Center for Medical Services
CNPP	Center for Nutrition Policy and Promotion
COB	Close of Business
COBND	Close of Business Next Day
COIC	Compliance Office in Charge
COLA	Cost of Living Adjustment. Raise for federal employees, voted by Congress.
CONUS	Continental United States
COR	Contracting Officer's Representative
COTR	Contract Officer's Technical Representative
COTS	Call Order Tracking System (Agency Software)
CR	Civil Rights
CRE	Coordinated Review Effort, a national review system for monitoring school lunch programs
CSFP	Commodity supplemental Food Program operated under SNP
CSRS	Civil Service Retirement System, available to federal employees who were hired prior to 12/31/1983
CWR	Case Worker
CY	Calendar Year (January 1 – December 31 of any year)
D	
DA	Distributing Agent, the agency that distributes commodity foods from USDA.
DAFSP	Deputy Administrator for the Food Stamp Program
DASD	Direct Access Storage Device
DBA	Data Base Administrator
DC	District of Columbia. The FNCS national office is in Virginia, just south of DC. The USDA national office is in DC.
DCIA	Debt Collection Improvement Act of 1996 (Public Law 104-134)
DES	Data Encryption Standard, which is what we require in the regulations for PIN encryption. We don't require that the entire transaction data be encrypted. This is becoming obsolete.
DFACS	Department of Family and Children Services. A State agency that serves many of the same clients who receive benefits from our programs.
DHHS	Department of Health and Human Services
DOD	Department of Defense.
DOE	Department of Energy

Abbreviation/Acronym	Meaning
DOED	Department of Education
DOI	Department of the Interior
DOJ	Department of Justice.
DOL	Department of Labor
DOS	Department of State
DOT	Department of Transportation
DQ	Disqualification
DRA	Deputy Regional Administrator. The second-in command at a Regional Office
DRS	Disqualified Recipient System
E	
EAP	Employee Assistance Program (free counseling program available for employees).
EBT	Electronic Benefits Transfer. Used in FSP and WIC to provide individuals with benefits.
EC	Emergency Coordinator.
EDI	Electronic Data Interchange. The electronic movement of routine business documents (Transaction sets) between organizations (Trading Partners), from computer application to computer application, in a national or international standard format (such as American Standards Institute {ANSI, ASC, X12} or United Nations {EDIFACT}).
EEO	Equal Employment Opportunity.
EEOC	Equal Employment Opportunity Commission. Federal body with oversight on EEO.
EFT	Electronic Funds Transfer (EFTA – Electronic Funds Transfer Association)
EIC	Earned Income Credit
EICC	Emergency Information and Coordination Center
EIN	Employer Identification Number
EITC	Earned Income Tax Credit
EMS	Emergency Medical Services. Disaster response team.
EOC	State Emergency Operations Center in a disaster.
EPA	Environmental Protection Agency.
EPP	Employee Personal Page
ERC	Emergency Response Coordinator. Disaster response leader.
ERT	Emergency Response Team. Organization of individuals with assigned leadership roles in a disaster.
ERT-A	Advance Element of the Emergency Response Team. Individuals with assigned leadership roles in a disaster that are in the first deployment.
E&T	Employment and Training
ESD	Electronic Services Delivery

Abbreviation/Acronym	Meaning
ESSRA	Extract System for STARS, REDE, ALERT
EW	Eligibility Worker. County Food Stamp benefits worker.
EWLS	Employee Work life Survey. A survey of FNCS employees to determine satisfaction in the work environment. May also be associated with EWLS teams of employees who identify problems and develop strategies to address problems.
F	
FAA	Federal Aviation Administration.
Fast FREDI	
FAST TRACK	MARO version of FORTS
FAX	Facsimile. Document communicated by phone line.
FBI	Federal Bureau of Investigation.
FCDD	Food Coupon Deposit Document
FDPIR	Food Distribution Program on Indian Reservations
FEB	Federal Executive Board
FEGLI	Federal Employees Group Life Insurance
FEHB	Federal Employees Health Benefits
FEMA	Federal Emergency Management Agency - with oversight of all federal coordinated response in disasters.
FERS	Federal Employees Retirement System, for employees hired after 12/31/1983.
FFLA	Family Friendly Leave Act
FFP	Federal Financial Participation. The portion or amount of allowable costs (up to 100 percent), which a Federal grantor agency provides through a grant, contract, or other agreement.
FIPS	Federal Information Processing Standards
FICA	Federal Insurance Contributions Act- the law that requires pay withholding for Social Security contributions
FLSA	Fair Labor Standards Act
FM	Financial Management. The part of a federal or state organization that handles funding and payments.
FMNP	Farmers Market Nutrition Program
FMS	Financial Management Service (Division of U. S. Treasury)
FMV	Fair Market Value
FNCS	Food and Nutrition Service, has 7 regional and 1 national office, and is an agency of USDA.
FNS-209	Status of Claims Against Households Report
FNS-269	Reconciliation Report
FNS-583	Employment and Training Quarterly Report
FO	Field Office, the capital city in each state has an FNS field office.
FOD	Field Operations Director
FOH	Federal Occupational Health. The organization with branches in some locations where federal employees can go for routine health screenings and flu shots, FNCS pays an annual group rate per

Abbreviation/Acronym	Meaning
	available location.
FOIA	Freedom of Information Act
FORTS	Field Office Reporting Tracking System
FPA	Food Program Administration (usually refers to a classification of funding from HQ to ROs to pay salaries, benefits, travel, and other non-specified costs).
FQCR	Federal Quality Control Reviewer
FRAC	Food Research and Action Center- an advocacy group
FRB	Federal Reserve Bank
FRED	Functional Requirements Document. An initial definition of the proposed computer system which documents the goals, objectives, user or programmatic requirements, the operating environment, and the proposed design methodology
FSA	Food Stamp Act of 1977
FSP	Food Stamp Program. FSP provides stamps or electronic benefits that assist needy families to obtain food.
FSPIIS	Food Stamp Program Integrated Information System
FSQCS	Food Stamp Quality Control System
FSSA	Family Subsistence Supplemental Allowance
FTE	Full Time Equivalent
FTS	Federal Telecommunications Systems. The federal phone system with reduced cost to agencies.
FY	Fiscal Year. October 1 of a year to September 30 of the following year. For example, FY 2004 is October 1, 2003-September 30, 2004.
G	
GA	General Assistance.
GAD	Grant Award Document.
GAO	Government Accounting Office. GAO examines the use of public funds, evaluates federal programs and activities, and provides analyses, options, recommendations, and other assistance to help the Congress make effective oversight, policy, and funding decisions.
GFE	Government Furnished Equipment
GFF	Government Furnished Facilities
GFM	Government Furnished Material
GFP	Government Furnished Properties
GFS	Government Furnished Supplies
GPO	Government Printing Office. GPO is part of the legislative branch of the Federal Government. GPO operates under the authority of Title 44 of the U.S. Code. Created primarily to satisfy the printing needs of Congress, GPO today is the focal point for printing, binding, and information dissemination for the entire Federal community. Approximately 130 Federal departments and agencies

Abbreviation/Acronym	Meaning
	rely on GPO's services. Congressional documents, census forms, Federal regulations and reports, IRS tax forms, and U.S. passports are all produced by or through GPO.
GPRA	Government Performance and Results Act
GS	General Schedule- the grad and pay structure for most Federal Employees
GSA	General Services Administration. GSA provides other federal agencies with the workspace, products, services, technology, and policy they need to accomplish their missions. GSA functions include commercial services and products made available to federal agencies on GSA schedules; financial applications and forms online; IT solutions acquisition expertise; IT products, services and solutions; policies, guidelines, regulations and best practices; public building oversight including federal protection; public information; and federal real estate services.
<i>H</i>	
HH	Household.
HHS	Department of Health and Human Services. HHS is the United States government's principal agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves. It is the federal agency that oversees the Medicare and Medicaid programs for many of the same clients who receive benefits from FNCS programs.
HQ	Headquarters (FNCS), located in Alexandria, Virginia.
HRM	Human Resources Management
HUD	U. S. Department of Housing and Urban Development. Provides guidance and oversight of regulations for home ownership, public housing, access for people with disabilities, landlords, tenants and farm workers.
<i>I</i>	
IAPD	Implementation Advance Planning Document. A written plan of action that requests Federal funds to acquire and implement ADP products and/or services
ICC	Interstate Commerce Commission
IDA	Individual Development Accounts
IDP	Individual Development Plan. A 12-month development plan which the employee and supervisor agree would further the employee's professional growth.
IEVS	Income and Eligibility Verification System
IGA	Independent Grocers Association
IHE	Inadvertent Household Error
HIS	Indian Health Service
INS	Immigration and Naturalization Service

Abbreviation/Acronym	Meaning
IPV	Intentional Program Violation
IPAS	Integrated Program Accounting System
IRS	Internal Revenue Service
ISA	Indian State Agency
ISO	Independent Sale Organization sells POS and processing to stores
ITD	Information Technology Division. The staff that oversee computer operations.
J	
JTPA	Job Training Partnership Act
K	
KCCC	Kansas City Computer Center
KCCO	Kansas City Commodity Office
KSA	Knowledge, Skills and Ability. Specific experience that is included with a job application to demonstrate your level of achievement for rating purposes.
L	
LAN	Local Area Network
LIEAP	Low-Income Energy Assistance Program
LMRC	Labor-Management Relations Committee. The national of regional level FNCS committee of management and union representatives which reviews and creates administrative and operational policy for guidance for our employees.
LOC	Letter of Credit. Means of transferring federal funds from one account to another.
LWOP	Leave without Pay
M	
MARO	Mid-Atlantic Regional Office of FNCS, located in Robbinsville, NJ, which oversees the states of Delaware, Maryland, New Jersey, Pennsylvania, Virginia and West Virginia. It also oversees the District of Columbia, Puerto Rico and the Virgin Islands.
MARS	Management Activity Reporting System
MCC	Minneapolis Computer Center
MCSC	Minneapolis Computer Support Center
ME	Management Evaluation, on-site review of state and local level operations.
MIS	Management Information System
MOU	Memorandum of Understanding. Document signed between programs, union chapter and management, or the federal entity and the state with details of an agreement.
MPRO	Mountain Plains Regional Office of FNCS, located in Denver, CO, which oversees the states of Colorado, Iowa, Kansas, Missouri, Montana, Nebraska, North Dakota, South Dakota, Utah and Wyoming.
MRE	Meals Ready to Eat. Type of feeding in disasters.

Abbreviation/Acronym	Meaning
MRRB	Monthly Reporting and Retrospective Budgeting
MSPB	Merit Systems Protection Board. A body, which conducts hearings on formal employee grievances.
MWRO	Midwest Regional Office of FNCS, located in Chicago, IL, which oversees the states of Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin.
N	
NACHA	National Automated Clearing House Association has a division for EBT
NACS	National Association of Convenience Stores
NAPIPM	National Association for Program Information and Performance Measurements
NASACT	National Association of State Auditors, Comptrollers and Treasurers.
NAWD	National Association of WIC Directors – recently renamed National WIC Association
NCC	National Computer Center
NCS	Northeast Coalition of States procured together first EBT systems for NY, NH, CT, MA
NDB	National Data Bank – all data elements from reports collected from FNCS grantees contained here.
NEDT	National Employee Development Team. The group of FNCS employees from each regional office and headquarters who work to make appropriate training available to FNCS employees.
NEIS	National Earthquake Information Service.
NEMIS	National emergency Management Information System. (FEMA's electronic reporting system with Internet access with user rights and passwords for levels of access.)
NERO	Northeast Regional Office of FNCS, located in Boston, MA, which oversees the states of Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island and Vermont.
NFC	National Finance Center. The organization, located in New Orleans, LA, that generates salary payment and travel reimbursement for USDA employees.
NGA	National Governors Association
NGA	National Grocers Association
NGO	Non-governmental organization (i.e., private non-profit).
NIMH	National Institutes of Mental Health.
NITC	National Information Technology Center
NOAA	Notice of Adverse Action
NOE	Notice of Expiration
NPE	Nutrition Program for the Elderly
NPR	National Performance Review, or National Public Radio
NPRM	Notice of Proposed Rulemaking

Abbreviation/Acronym	Meaning
NRC	Nuclear Regulatory Commission.
NSLP	National School Lunch Program, this program is under SNP and supplements the cost of lunch for needy children in those public and private schools and RCCI's who choose to participate in the program.
NSTR or NSR	Not Subject to Review
NTEU	National Treasury Employees Union. A union for federal employees, which originated in IRS and represents BU employees in HQ and all FNCS regions except MARO.
NWA	National WIC Association – formerly NAWD
NWS	National Weather Service.
O	
OANE	Office of Analysis, Nutrition and Evaluation
OBPA	Office of Budget Planning and Assessment
OCA	Office of Consumer Affairs
OCAA	Omnibus Consolidated Appropriations Act of 1996.
OCR	Office of Civil Rights
OF	Optional Form.
OFL	Official Food List
OGAPI	Office of Governmental Affairs and Public Information
OGC	Office of General Counsel,
OIC	Officer-in-Charge, the Supervisor in a field office. There is an FNCS field office in the capital city of each state.
OIG	Office of Inspector General,
OMB	Office of Management and Budget
OPF	Official Personnel File
OPM	Office of Personnel Management. The federal agency that sets the rules for recruitment, discipline, promotion, etc. for federal employees.
OSHA	Occupational Safety and Health Administration
OWCP	Office of Worker's Compensation. Agency that handles disability and injury claims for federal employees.
P	
PA	Public Affairs. The office that interfaces with the media and creates and distributes information.
PA	Public Assistance
PAD	Program Accountability Division
PAN	Primary Account Number is the EBT Card Number
PAPD	Planning Advance Planning Document. The written plan of action that requests Federal funds to accomplish the planning necessary for a State agency to determine the need for and plan the acquisition of ADP equipment and/or services; acquires the information necessary to prepare an IAPD.
PCMS	Purchase Card Management System

Abbreviation/Acronym	Meaning
PD	Position Description. The document the details the function of a job.
PD	Program Director. The individual who heads a program (such as Food Stamps) at the regional level.
PDD	Program Development Division
PE	Personnel. The Personnel office for all FNCS employees is located at the national office in Virginia.
PIN	Personal Identification Number of an EBT card is secret to recipient unless they tell someone or don't protect it. If retailer does a transaction with card and PIN, they are guaranteed payment.
PL	Public Law
POA	Point of Arrival
POD	Point of Departure
POS	Point of Sale (Program Specific)
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Public Law 104-193). Commonly called the Welfare Reform Act.
<i>Q</i>	
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
<i>R</i>	
RA	Regional Administrator. The individual who heads up a federal Regional Office.
RC	Redemption Certificate (Program Specific)
RCCI	Residential Child Care Institution. A home for children that do not live with their families that may be approved to participate in the SBP and NSLP.
REC	Regional Emergency Coordinator.
REDE	Retailer EBT Data Exchange System
REGS	Federal regulations.
RFI	Request for Investigation (Program Specific)
RFI	Request for Information
RFP	Request for Proposal. Letter of invitation to bid.
RFQ	Request for Quotation
RIF	Reduction in Force. Action by an agency to eliminate a number of workforce positions, in accordance with OPM rules.
RITS	Related Individuals Tracking Subsystem
RMB	Retailer Management Branch
RO	Regional Office. USDA FNCS has seven regional offices, MARO, MWRO, MPRO, NERO, SERO, SWRO, and WRO.

Abbreviation/Acronym	Meaning
ROC	Regional Operations Center. Central office where federal agencies set up operations during a disaster in that region.
RRT	Regional Response Team (to disasters).
RSDI	Retirement, Survivors, and Disability Insurance
R&W	Retailer and Wholesaler
S	
SA	State Agency
SAP	Statement of Administration Policy
SAS	Southern Alliance of States procured together first EBT time around. Now this is group in just a conference call to share news and views.
SAS No.70	Statement of Auditing Standards No.70 is some instructions for auditing transaction-processing companies. (The standards are by the American Institute of Certified Public Accountants.). The EBT host processing companies have to be audited annually according to this standard. States with the same EBT contractor can share one audit. They cost \$100,000 or more.
SAVE	Systematic Alien Verification for Entitlements Program
SBP	School Breakfast Program. This program is under SNP and supplements the cost of breakfast for needy children in those public and private schools and RCCI's who choose to participate in the program.
SCD	Service Computation Date
SCDEX	State Cooperative Data Exchange
SDF	Standard Data File
SDR	State Desk Representative
SDX	State Date Exchange
SEAR	Store Eligibility Accuracy Rate
SERO	Southeast Regional Office of FNCS, located in Atlanta, GA, which oversees the states of Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee.
SES	Senior Executive Service
SF	Standard Form.
SFSP	Summer Food Service Program
SIFS	Store Investigation Form System. System used to confirm an investigators case transmittal coincides with AIMS
SISSO	State Information Systems Security Officer
SITREP	Situation Report submitted up the chain of command in a disaster.
SKU	Stock Keeping Unit
SLEB	State Law Enforcement Bureau
SMART	WRO Version of FORTS
SMP	Special Milk Program
SN	Severe Need (part of School Breakfast Program)

Abbreviation/Acronym	Meaning
SNP	Special Nutrition Programs, this includes the CACFP, FD, NSLP, SBP, SMP, SFSP
SNPIIS	Special Nutrition Integrated Information System
SOP	Standard Operating Procedures.
SQCR	State Quality Control Reviewer
SR	Simplified Reporting
SSA	Social Security Administration
SSI	Supplemental Security Income
SSN	Social Security Number
STAR	System for Time and Attendance Reporting
STAR	State Technical Assistance Review (in WIC)
STARS	Store Tracking and Redemption System
SUA	Standard Utility Allowance
SWICA	State Wage Information Collection Agency
SWRO	The Southwest Regional Office of FNCS, located in Dallas, TX, which oversees the states of Arkansas, Louisiana, New Mexico, Oklahoma, and Texas.
SVC	Store Visit Contract
T	
TANF	Temporary Assistance for Needy Families. Participation in the TANIF or FSP makes a student automatically eligible for NSLP benefits.
TEFAP	The Emergency Food Assistance Program
TFP	Thrifty Food Program
TIN	Taxpayer Identification Number
TOP	Treasury Offset Program
TPP	Third Party Processors are any intervening processors along the path from the retailer to the authorizing host. Often used to man the stores that have hired their own processing services a well as the processors themselves.
TREAS	Department of the Treasury
TSP	Thrift Savings Plan - available to federal employees to supplement retirement.
T&A	Time and Attendance
U	
UIB	Unemployment Insurance Benefits
ULP	Unfair Labor Practice. When an agency or union violates the provisions of a union contract.
UMRA	Unfunded Mandates Reform Act of 1995 (Public Law 104-4)
USDA	United States Department of Agriculture, includes:
UPC	Universal Product Code used in grocery stores on products, scanners read them. Used in WY and OH WIC EBT systems.
USPHS	United States Public Health Service.
V	

Abbreviation/Acronym	Meaning
VA	Department of Veterans Affairs
VPP	Violation Prone Profiling System (Program Specific)
<i>W</i>	
WAN	Wide Area Network
WIA	Workforce Investment Act
WIC	Supplemental Nutrition Program for Women, Infants and Children.
WORK MEASUREMENT	MARO System to account for Field Office Work
WSEA	Western States EBT Alliance procured together first and second EBT systems for CO, IN, NV, WA, AK, HI, AZ
WRO	The Western Regional Office of FNCS, located in San Francisco, CA, which oversees the states of Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Washington, and the territory of Guam.
WSEA	Western States EBT Alliance procured together first and second EBT systems for CO, IN, NV, WA, AK, HI, AZ
WRO	The Western Regional Office of FNCS, located in San Francisco, CA, which oversees the states of Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Washington, and the territory of Guam.
<i>Y</i>	
Y2K	Year 2000

2.1.1 AGENCY/BRANCH ACRONYMS

Acronym	Definition
AARC	Alternative Agriculture Research and Commercialization Center
AMS	Marketing and Regulatory Programs - with Agricultural Marketing Service
APHIS	Animal and Plant Health Inspection Service
ARS	Research, Education and Economics - with Agricultural Research Service
BCA	Board of Contract Appeals
CNPP	Center for Nutrition Policy and Promotion
CR	Office of Civil Rights
CREES	Cooperative State Research, Education, and Extension Service
ERS	Economic Research Service
FAO	Food and Agriculture Organization
FAS	Foreign Agricultural Service
FNCS	Food, Nutrition and Consumer Services - with Food and Nutrition Services
FS	Natural Resources and Environment - with Forest Service
FSA	Farm and Foreign Agricultural Services - with Farm Service Agency
FSIS	Food Safety and Inspection Service
GIPSA	Grain Inspection, Packers and Stockyards Administration
GS	Graduate School, USDA
NAD	National Appeals Division

NASS	National - Agriculture Statistics Service
NOAA	National Oceanic and Atmospheric Administration
NRCS	Natural Resources Conservation Service
OALJ	Office of Administrative Law Judges
OAS	Administration - with Office of Administrative Support
OBPA	Office of Budget and Program Analysis
OC	Office of Communications
OCE	Office of the Chief Economist
OCFO	Office of the Chief Financial Officer
OCIO	Office of the Chief Information Officer
OCR	Office of Congressional Relations
OES	Office of the Executive Secretariat
OGC	Office of the General Counsel
OHRM	Office of Human Resources Management
OIG	Office of the Inspector General
OJO	Office of the Judicial Officer
OO	Office of Operations
OPPM	Office of Procurement and Property Management
ORACBA	Office of Risk Assessment and Cost-Benefit Analysis
OSDBU	Office of Small and Disadvantaged Business Utilization
OUTREACH	Office of Outreach
RBS	Rural Development - with Rural Business-Cooperative Service
RHS	Rural Housing Service
RMA	Risk Management Agency
RUS	Rural Utilities Service
SEC	Office of the Secretary
WAOB	World Agriculture Outlook Board

2.2 DEFINITIONS.

Term	Nomenclature
Acceptance	The act by which the Government assumes ownership of existing identified products tendered or approves specific services rendered as partial or complete performance of the contract. (FAR 46.5)
Accurate and Complete	“Accurate and complete” is a standard of quality used throughout this PWS. Unless otherwise stated in this PWS, accurate shall be defined as “lacking errors” and complete shall be defined as “finished.”
Adequate Evidence	Information sufficient to support the reasonable belief that a particular act or omission has occurred. ((FAR 9.403)
Acceptable Quality Level	The maximum error rate of products or services that do not meet the performance standard in a lot of Deliverables.
Assistant COR (ACOR)	An officer designated by the COR to act in his or her place on all technical and procedural issues pertaining to this Award.

Term	Nomenclature
Calendar Days	Unless otherwise specified, calendar days, as used throughout this PWS, are defined as Sunday through Saturday.
Classified Material	Material which requires safeguarding in the interest of national security.
Close of Business (COB)	1800 hours unless otherwise stated.
Close of Business Next Day (COBND)	1800 hours the following business day, unless otherwise stated.
Compressed Work Schedule (CWS)	An alternative or flexible work schedule to the traditional 5 eight-hour days per week. With CWS, 4 weekdays are worked at 9 hours each, and the 5 th weekday is alternately worked (8 hours) and not worked. The result is 80 hours worked every two weeks, at 44 hours one week and 36 hours the other.
Contract Discrepancy Report (CDR)	The report issued to a SP citing unsatisfactory service or performance for which the SP is responsible under the terms of the contract.
Contracting Officer's Representative (COR)	The officer designated by the PCO to interface with the SP on all technical or procedural issues pertaining to this contract. The COR is not authorized to deviate from the terms of the contract unless authorized by the PCO. The COR may delegate approval authority for technical and procedural items to an ACOR.
Contractor-Acquired Property	Property acquired or otherwise provided by the contractor for performing a contract and to which the Government has title. (FAR 45.1.1, 46.605)
Corporate Information System (CIS) Team	Team that develops and maintains automated business applications that satisfy the mission or mission support requirements of IMD customers.
Days	Unless otherwise specified, days, as used throughout this PWS are defined as working days, Monday through Friday.
Generate	A term stated throughout the requirements. Unless otherwise stated in this PWS, generate shall be defined as to produce, from a rough draft, a finished product, professional and ready for distribution. It does not imply original research.
Government Furnished Equipment (GFE)	A term often used to encompass all forms of Government furnished property. The FAR does not list "equipment" as a separate category, but specifies certain kinds of equipment, such as plant equipment or special test equipment. (FAR 45)
Government Furnished Facilities (GFF)	Property used for production, maintenance, research, development, or testing. It includes plant equipment and real property. It does not include material, special test equipment, special tooling, or agency-peculiar property. (FAR 45)
Government Furnished Materials (GFM)	Property that may be incorporated into or attached to a deliverable end item that may be consumed or expended in performing a contract. It includes assemblies, components,

Term	Nomenclature
	parts, raw and processed materials, and small tools and supplies that may be consumed in normal use in performing a contract.
Government Furnished Property (GFP)	Property in the possession of or directly acquired by the Government and subsequently made available to the contractor. (FAR 45)
Government Furnished Services (GFS)	
Government Property	All property owned by or leased to the Government or acquired by the Government under the terms of the Award. It includes both Government-furnished property and contractor-acquired property.
Interoffice Mail	Includes mail that is delivered internally, between FNCS work locations.
Inspection	Examining and testing products or services (including, when appropriate, raw materials, components, and intermediate assemblies) to determine whether they conform to contract requirements. (FAR 46.101)
Lot Size	The total number of service outputs in a surveillance period.
Maximum Deviation from Standard (MDS)	The absolute outside limit within which the SP must complete an activity IAW an established timeliness standard.
Official Mail	Includes any letter, publication, or parcel relating exclusively to the business of the U.S. Government which is mailed using an official USPS commercial mailing permit or official postage meter. Only items mailable under postal laws may be sent as official mail.
Operational Hours	0700-1730 business days, unless otherwise specified.
Output	The product or products of a system or process The amount of something produced by a system or process during a given time period.
Service Provider (SP)	The private or public sector entity, including its employees, producing the products or performing the services required by the PWS under this Award.
Performance Period	The contractual interval of time during which the SP is solely responsible for accomplishment of all activities set forth in this PWS through day-to-day management of the required service. (This period excludes the transition period and any interval between Award and commencement of performance of the PWS.)
Physical Security	Those actions taken to preserve Government property and protect equipment from loss or damage.
Plant Equipment	Personal property of a capital nature (including equipment, machine tools, test equipment, furniture, vehicles, accessory and auxiliary times) for use in manufacturing supplies, in performing services, or for any administrative or general plant

Term	Nomenclature
	purpose. It does not include special tooling or special test equipment.
Procuring Contracting Officer (PCO)	The sole individual authorized to enter into contracts on behalf of the Government. Upon Award the PCO may be referred to as the Contract Administrator.
Property	All property, both real and personal. It includes facilities, material, special tooling, special test equipment, and agency-peculiar property.
Quality	The composite of material attributes including performance features and characteristics of supplies or services to satisfy a given need. (DFARS 246.101)
Quality Assurance (QA)	Those actions performed by the Government to ensure services meet the requirements of the PWS. (FAR 46.2 and the QASP)
Quality Assurance Surveillance Plan (QASP)	An organized written document used by the Government for quality assurance surveillance. The document contains specific methods to perform surveillance of the SP.
Quality Control (QC)	Those actions taken by a SP to control the performance of services to ensure compliance with the requirements of this PWS.
Review	A term stated throughout the requirements. Unless otherwise stated in this PWS, review shall be defined as the determination that a product is accurate and complete.

SECTION C-3

3 GOVERNMENT FURNISHED PROPERTY AND SERVICES

3.1 GENERAL INFORMATION

The Government will furnish or make available to the Service Provider (SP) certain facilities, equipment, utilities, supplies, services, and materials for use in connection with performance under this PWS. Items supplied by the Government may only be used for performance of work under this Award. The use of Government furnished facilities, equipment, and materials for other purposes than this award is prohibited. Government Furnished Property shall not be removed from the FNCS work location unless approved by the Contracting Officer's Representative (COR) in writing.

3.2 INTERFACES

The SP shall have interface with Other Contractor and Government Personnel to include Shared Property, Facilities, Equipment, and Materials. In the performance of this Award, the SP shall have access to other Government Furnished Property, Government Furnished Facilities, Government Furnished Equipment, and Government Furnished Material including, but not limited to: office space, copiers, printers, and fax machines. This equipment is "common usage." The only equipment that the offeror is guaranteed exclusive usage of is that which is supplied with a workstation. Issues that cannot be resolved regarding shared equipment shall be referred to the COR.

3.3 JOINT OPENING INVENTORY

The SP and a Government Representative (COR) shall conduct a joint inventory of all types of Government Furnished Property, Government Furnished Facilities, and Government Furnished Equipment prior to the start of full performance under this Award. This inventory shall detail the description and quantities of all Government Furnished Property, Government Furnished Facilities, and Government Furnished Equipment to determine the exact number and serviceability. The SP shall certify the findings of this inventory, assume accountability, and subsequently report inventory discrepancies to the COR. In the event of a disagreement between the SP and the COR concerning the working order and condition of such property, the SP shall notify the Procurement Contracting Officer (PCO) within 5 days of the completion of the inventory. The PCO will render a decision within fifteen calendar days of the SP's notification.

3.4 INVENTORY ACCEPTANCE AND ACCOUNTABILITY

Government-Furnished Property, which consists of Government Furnished Facilities, Government Furnished Equipment, and Government Furnished Materials, will be supplied to the SP and maintained by the government for the accomplishment of the tasks cited in the PWS.

3.5 JOINT CLOSING INVENTORY

At the completion of performance under this PWS, the SP and the Government shall conduct a closing inventory of all types of Government Furnished Properties/Government Furnished Facilities, and Government Furnished Equipment. The SP shall be responsible for replacing all Government Furnished Equipment and Government Furnished Property

(less normal wear and tear) and missing Government Furnished Equipment and Government Furnished Property to bring the inventories back to the level documented by the original joint inventory held at the start of the Award. Final payment for work performed under this PWS will be withheld until the SP has made full restitution to the Government for all missing Government Furnished Equipment and Government Furnished Property.

3.6 OTHER INVENTORIES

The SP shall perform an annual inventory (conducted during the anniversary month of this Award) of Government Furnished Equipment and Government Furnished Property and furnish the Government the results within 10 working days after the inventory is conducted. Special or regulatory inventories will be conducted accordingly and at the request of the Government. Cost of these inventories will be negotiated at the time of request. The SP shall be liable for all shortages, loss, damages in excess of fair wear and tear, or destruction of property. The SP shall submit a formal report to the Government on the shortage, loss, damages in excess of fair wear and tear, or destruction of property.

3.7 PROPERTY CONTROL PLAN

The SP shall provide the Government a Property Control Plan, 10 days after Award. The SP shall assure that the Property Control Plan includes the requirements contained in this Award. The plan will be updated by the SP and provided to the Government annually.

3.8 GOVERNMENT-FURNISHED PROPERTY (GFP)

All property and the use of the property shall be subject to the inspection and approval of the COR prior to and during the life of this PWS. The Government will furnish all warranties and maintenance agreements and the SP shall handle Government Furnished Property in accordance with the maintenance agreements.

3.9 GOVERNMENT FURNISHED FACILITIES (GFF)

The Government will provide the SP the use of Government workstations within the government facility. Exceptions to the list or condition of facilities shall be reported to the COR by the SP prior to performance under this PWS. The SP shall not make any alterations without the concurrence of the Government. Any such alterations are at the expense of the SP, unless agreed to in advance by the Government, and become the property of the Government. In the case of alterations necessary for compliance with OSHA, such permission shall not be unreasonably withheld.

3.10 GOVERNMENT FURNISHED EQUIPMENT (GFE)

Government-Furnished Equipment (GFE) includes a workstation and the necessary equipment, furnishings, and supplies needed to perform the tasks shown in the PWS. This Government Furnished Equipment is solely for use in performing work specified in this Award. The Government will make this GFE available to the SP at the workstation to which a SP employee is assigned. The government will maintain the GFE. Upon termination of the Award, the SP shall be responsible for returning all Government Furnished Equipment to the Government in the same condition as received, less normal wear and tear, or provide like-replacement equipment acceptable to the Government at no additional cost to the Government. Government-Furnished equipment that becomes unserviceable during use will be repaired or replaced at the discretion of the Government. After Award, the SP may propose furnishing commercial

equipment that will reduce labor costs and promote overall efficiency. Purchase of this equipment, by the government, will be negotiated with the Government.

3.11 GOVERNMENT FURNISHED MATERIALS (GFM)

The SP will be supplied with the Government materials in the current inventory at the time of Award. The replenishment of the GFM will be a Government Furnished Service.

3.12 GOVERNMENT FURNISHED SERVICES (GFS)

3.12.1 UTILITIES

The Government will furnish utilities as currently installed in Government Furnished Facilities. Types of utilities furnished include water, electric, telephone, gas, sewage, steam, fuel, oil, and LP gas. The SP shall not change or alter any service, or component, without prior Government review and approval. The SP shall not connect any SP Furnished Equipment/system without prior Government review and written approval.

3.12.2 TELEPHONE SERVICE

The Government will provide telephone instruments and lines currently located in facilities to be occupied by the SP at no cost to the SP. SP personnel shall not relocate Government furnished telephone equipment or in any way tamper with the telephone distribution system. The SP shall not install its own telephone system or handsets. The SP shall notify the COR when maintenance or repair of telephones is required. The Government will approve any telephone moves, adds, or changes.

3.12.3 POSTAL MAIL DISTRIBUTION

The Government provides regular mail distribution and pickup to the areas affected by this PWS. This includes distribution and pickup of USPS mail. The Government will be responsible for the daily delivery of mail to the mailroom facilities of HQ FNCS identified below. The SP shall be responsible for mail necessary to internal FNCS activities. The SP shall forward all misdirected mail to the correct address. A list of mail distribution points will be listed in section JXX.

3.12.4 CUSTODIAL SERVICES

The SP shall maintain the cleanliness of assigned workspaces. The Government will provide trash pick-up, vacuuming, and restroom cleanliness.

3.12.5 REFUSE COLLECTION

The Government provides building trash collection once a week at designated facilities through a contract. A copy of the current custodial contract is provided in the Technical Library.

3.13 INFORMATION MANAGEMENT SYSTEMS

3.13.1 COMPUTER ACCESS TERMINATION

The SP shall notify the FNCS Security office of any employee termination and removal from the contract or when access to is no longer required. Immediately upon completion of the award the SP shall provide a complete listing of

all employees given access to FNCS computer systems with a statement that computer access shall be terminated. All notifications shall be provided to the COR and the FNCS security staff.

3.13.2 E-MAIL

The Government will furnish the SP's personnel access to FNCS e-mail system (currently Microsoft Outlook/Exchange), Microsoft Office Suite, Agency Software Applications, and Internet Web Browser. In addition, FNCS will provide routine maintenance and normal wear and tear repairs of GFE. The Government will provide secure access to the FNCS Network for all computers used by the SP that are located on the FNCS work location. Should the SP require access from outside the FNCS work location, the SP shall provide all necessary equipment to connect to the FNCS Network. The Government will provide access to the FNCS Network by providing the necessary IDs and passwords.

3.13.3 DESKTOP COMPUTING SERVICES

Includes account management, access to the FNCS electronic mail system, and support for the standard desktop hardware and software suite. Desktop computing services also include: moves, adds, changes; operational monitoring; system problem determination and resolution; and technical support.

3.13.4 NETWORK SUPPORT

Network Support is defined as providing access to the FNCS Intranet.

3.13.5 APPLICATIONS PROGRAMMING SERVICES

Consists of developing, maintaining, and supporting computer programs for the financial, environmental, personnel, and logistics systems that are resident on the FNCS-operated computer systems.

3.13.6 GOVERNMENTAL APPROVAL

The Government must approve any additional services, and/or assistance, provided. The Government must approve any support provided for non-standard equipment or software.

3.13.7 SERVICE REQUESTS

All requests for service, repair, and assistance shall be made through the ITD Help Desk.

3.14 PEST MANAGEMENT SERVICES

The Government will provide internal and external pest management for all GFF and Government owned property. The SP shall contact the COR if services are required. The SP shall cooperate with regularly scheduled services.

3.15 POLICE AND FIRE PROTECTION

The local government will provide police and fire protection within the confines of the FNCS. The SP shall notify the appropriate office for emergency services and shall participate in conducted fire drills or other emergency drills. Advance notice of drills may or may not be given.

3.16 TRAINING

The Government requires attendance in specific areas of training such as safety and security awareness. It will be the responsibility of the SP to ensure attendance of personnel at these training sessions.

3.17 SECURITY REQUIREMENTS

The SP shall allow 5 days prior to starting a new employee to allow the Government time to provide required building identification badges to ensure facility access. In addition, appropriate security clearances shall be on file prior to issuance of building identification badges.

3.18 FNCS/USDA SHUTTLE SERVICE

The SP shall have access to the FNCS/USDA HQ Shuttle service for official business purposes as required.

3.19 EQUIPMENT MANUALS, SUPPLY CATALOGS AND GOVERNMENT FORMS

- The Government will continuously provide to the SP standard forms currently utilized in performance of work under this PWS. The majority of forms are available through FNCS's JetForms or USDA's FormFlow application on the Intranet.

SECTION C-4

4 CONTRACTOR-FURNISHED PROPERTY (CFP) AND SERVICES

4.1 GENERAL INFORMATION

Except for those items or services specifically stated in section C-3 as Government furnished, the SP shall furnish everything needed to perform this Award according to all its items.

4.2 COMPLIANCE WITH REQUIREMENTS

All SP furnished materials, supplies, parts, etc. shall meet manufacturer specifications or Government approved deviations. The SP furnished equipment shall meet the same safety requirements as those established for Government equipment.

4.3 CONTRACTOR FURNISHED VEHICLES AND EQUIPMENT

No Contractor furnished vehicles or equipment are needed in the performance of this award.

SECTION C-5

5 SPECIFIC REQUIREMENTS

5.1 ADMINISTRATIVE/CLERICAL SUPPORT SERVICES REQUIREMENTS

5.1.1 PROCESSING DOCUMENTS

5.1.1.1 FILING:

The act of placing documents into a file, a folder or in a system (manual or electronic); usually maintained under a single naming code in accordance with organizational standards. May include locate/retrieval of documents, recommend improvements, and create new systems.

5.1.1.2 COPY:

To make a duplicate of the original document or item by using a copy machine.

5.1.1.3 SCANNING:

The act of using computer scanners to digitize hard copy documents to produce new material for reports, special projects or other use. Scanning may include making graphic changes to digitized copies to accommodate customer needs.

5.1.1.4 SHREDDING:

To destroy a document by mechanical (or other) means so that it is rendered unreadable.

5.1.1.5 DRAFT CORRESPONDENCE:

Letters, memorandum, reports or other document types that have not been finalized, but are in a state of revision.

5.1.1.6 FORMATING AND FINALIZING:

Preparation of documents includes finalizing of general physical appearance (type style, title, page numbers, signature), and render a document ready to be finalized; ensures proper formatting and documents are prepared according to agency requirements and guidelines.

5.1.1.7 DOCUMENT LOGS:

To keep records of processed documents that may include hand-written or electronic tracking logs that are maintained on a computer.

5.1.1.8 ACTION TRACKING

The process of tracking and locating documents either through hardcopy office files or through the use of electronic systems.

5.1.1.9 ASSEMBLES DOCUMENTS AND MATERIALS:

The act of putting together or collating documents and/or materials for customer use.

5.1.2 SCHEDULING SUPPORTED SERVICES

5.1.2.1 TRAVEL SCHEDULING:

The act of scheduling and making travel arrangements for agency personnel.

5.1.2.2 TRAVEL PROCESSING:

The act of preparing travel forms, gaining authorized signatures, entering data into Agency travel systems, and processing disbursements. May include developing cost comparison data, reviewing documents for completeness, research travel related issues, making adjustments for actual expenses.

5.1.2.3 CONFERENCE ROOM SCHEDULES:

The act of scheduling meetings or making arrangements for conference room space for use by Agency personnel, either locally or in conjunction with a regional or national event. May be at an FNCS location or off-site and includes necessary scheduling via electronic or manual means.

5.1.2.4 CALENDAR- SUPERVISORS:

The act of keeping individual date/time, meeting and event information either manually or in an electronic format. Includes reminding them of specific events.

5.1.2.5 CALENDAR-GROUP:

The act of keeping group date/time, meeting and/or event information either manually or in an electronic format, and includes reminding the group of specific events, calendar changes.

5.1.2.6 TRAINING REQUEST PROCESSING (FOR STAFF):

The act of preparing, logging, routing, processing training forms and material in an effort to gain approval and make arrangements for training classes or seminars.

5.1.3 OFFICE OPERATIONS

5.1.3.1 DATA ENTRY:

The act of entering or transcribing source data or information into a form acceptable for the agency computer software.

5.1.3.2 EVIDENCE OR EQUIPMENT CONTROL:

The act of receiving, safeguarding, maintaining or controlling evidence and equipment as a result of, or used in conducting, government investigations.

5.1.3.3 DATA MANIPULATION:

Is the process of gathering, sorting, merging and arranging data in a designated format.

5.1.3.4 TIME AND ATTENDANCE (USING STAR):

The process of collecting, manipulating, sorting and transmitting to the National Finance Center individual employee time and attendance data.

5.1.3.5 CORRECTED TIME AND ATTENDANCE:

Includes receiving Time and attendance input documents, researching missing documents, reconcile leave slips to input documents, and follow up on documents that do not reconciliation.

5.1.3.6 LEAVE AUDIT OF TIME AND ATTENDANCE:

Processes of reconciling an employee's leave balances with National Finance Center's data for a certain period of time.

5.1.3.7 PURCHASING REQUEST

The process of ordering supplies, materials, equipment, training reservations, services or other items for office use and operation.

5.1.3.8 MAIL DISTRIBUTION:

The process of receiving, sorting and delivering of in-coming mail to FNCS customers.

5.1.3.9 OUTGOING MAIL SERVICES:

Is Preparation of Agency documents, materials, brochures or other materials for mailing or dispatch via U.S. Postal or commercial mail delivery services. This could include addressing, stuffing into envelopes, sealing, taping, using postage meter equipment, etc. May also include maintaining distribution and mailing lists.

5.1.3.10 INVENTORY CONTROL

The process of accounting for Agency property, materials or supplies in accordance with USDA and FNCS regulations; includes counting and reconciliation. May also include monitoring supplies for use in agency equipment or by staff.

5.1.3.11 OFFICE SECURITY (CB ONLY)

Office security is the process of securing the office space and its property. Will include but not limited to locking and unlocking of office doors, cabinets and safes, protection of ID and passwords and surveillance of the office space via security cameras.

5.1.3.12 ARCHIVING AND ANNUAL FILE MAINTENANCE

The process of creating new file folders for Agency records, copying electronic records to CD-ROM or other storage media, and preparing records for archiving, as per Departmental guidance, and sending boxes of records to a storage facility.

5.1.3.13 PUBLICATIONS MANAGEMENT REQUESTS

Keep an inventory of all publications; ensure that publication orders/requests from State agencies and/or other entities are filled or mailed/sent as requested. May include maintaining a library of all available publications.

5.1.4 RECEPTION SERVICES

5.1.4.1 TELEPHONE ANSWERING

Answers office telephone for self and for others in the office. Determines needs of caller and provides appropriate contact or information needed.

5.1.4.2 FACSIMILE SERVICES

The process of sending and receiving facsimiles (faxes) from one location to another (or multiple locations); may include logging, minor maintenance to equipment such as cleaning rollers or replacing toner cartridges.

5.1.4.3 MESSAGE SERVICES

The process of taking and passing messages or information from one individual to another, either in person, on the phone, faxing, using e-mail or some other means.

5.1.4.4 ESCORTING

Includes greeting and the accompaniment of non-Agency staff within office space.

5.2 ADDITIONAL INFORMATION

- Tasks listed under the Processing Documents heading will require knowledge in using Microsoft's Office set of products (Word, Excel, Access, Outlook, Power Point, and Microsoft Project) and Docushare and/or similar electronic imaging software and LiveLink document management system.
- Travel documents will be process utilizing Travel Order Processing System (TOPS),
- Data Entry tasks will include using Agency standard application software including:
 - COTS, ARTS, AMART, FORTS, SMART, FAST TRACK, ISPS, PCMS AIMS, SIFS, etc.), State software used (EBT), Form Flow.
- Time and Attendance system will use the STAR System
- Purchasing Requested will utilize FNCS' Integrated Action Process (IAP)
- Compliance Branch Workload is shown in Section C-7 under the specific Area office.

5.3 STANDARDS

5.3.1 QUALITY/TIMELINESS

SP's Activity	Quality Standard	AQL*	Lot	Timeliness Standard	AQL	Max
5.1.1.1 Processing documents						
5.1.1.1.1 Filing	Documents are accurately filed.	2%	# of documents filed per year	Within two workdays of request	5%	Within three workdays of request
5.1.1.1.2 Copy	Copies are high quality and provide clear information to	5%	# of copies per year	One hour prior to agreed upon time	50%	Agreed upon time

SP's Activity	Quality Standard	AQL*	Lot	Timeliness Standard	AQL	Max
	FNCS customers.					
5.1.1.1.3 Scanning	Precise and clear conversion of printed images and text into digital media.	10%	# of documents scanned per year	Within one workday of request	40%	Within two workdays of request
5.1.1.1.4 Shredding	Shredding destroys the ability to view document(s).	1%	# of boxes of documents shredded per year	Every four hours	2%	Every day by COB
5.1.1.1.5 Draft Correspondence	Draft Correspondence is accurate and complete	15%	# of draft correspondences per year	Within one working day from receipt	50%	Within two workdays from receipt
5.1.1.1.6 Format and Finalizing	Documents are properly formatted and prepared according to agency requirements and guidelines	10%	# of documents formatted and finalized per year	Completed within one working day of receipt	50%	Completed within two working days of receipt
5.1.1.1.7 Document Logs	Log information is accurate and complete	5%	# of documents logged per year	Information immediately entered upon receipt	50%	Entered within 1 Workdays of Receipt
5.1.1.1.8 Action Tracking	Documents properly routed to intended party or parties	2%	# of documents routed	Documents routed by COB	25%	By COB next Workday
5.1.1.1.9 Assembles Documents and Materials	Document assembled accurately and completely	2%	# of documents and materials assembled per year	One hour prior to agreed upon time	50%	Agreed upon time
5.1.1.2 Scheduling Supported Services						
5.1.1.2.1 Travel Scheduling	Travel arrangements meet Customer request	5%	# of trips scheduled per year	Within 3 days from request	25%	Within 5 Work days from request
5.1.1.2.2 Travel Processing	Travel Forms accurately processed	2%	# of travel forms processed within a year	Processed within two work days	2%	Within three work days
5.1.1.2.3 Conference Room Schedules	Accurately schedule conference or meeting rooms	2%	# of rooms scheduled per year	Within 4 hours of request	25%	Within 1 Work day of request
5.1.1.2.4 Calendar- Supervisors	Calendar information is accurate and complete	2%	# of calendars maintained per year	Calendar updated within 1 hour of receipt of new	15%	Within 4 hours of receipt of new information

SP's Activity	Quality Standard	AQL*	Lot	Timeliness Standard	AQL	Max
				information		
5.1.1.2.5 Calendar-Group	Calendar information is accurate and complete	2%	# of calendars maintained per year	Calendar updated within 1 hour of receipt of new information	25%	Within 4 hours of receipt of new information
5.1.1.2.6 Training Request Processing (For Staff)	Training forms accurately prepared and processed	2%	# of training requests processed per year	Processed within two work days	15%	Processed within 5 work days
5.1.1.3 Office Operations						
5.1.1.3.1 Data Entry	Data accurately entered into application software	2%	# of data entries	Data entered as per formal or informal instructions, or regulatory requirements	5%	Within 1 Workday after instruction indicated
5.1.1.3.2 Evidence or Equipment Control	Accurate accounting of evidence and equipment used for investigations	0%	# of investigations per year	Evidence or equipment is secured immediately upon receipt of materials	0%	N/A
5.1.1.3.3 Data Manipulation	Data is properly sorted, merged, gathered, or arranged as per customer instruction	5%	# of data jobs	As per customer instruction	10%	Within 1 Workday after instruction indicated
5.1.1.3.4 Time and Attendance (Using STAR)	Time and attendance records processed accurately	2%	# of time and attendance records per year	Time and attendance records or processed to meet FNCS requirement	0%	N/A
5.1.1.3.5 Corrected Time and Attendance	Corrected T& A yields and accurate employee record	2%	# of Corrected T&A Records per year	Corrected Time and attendance records are processed to meet the next pay cycle	0%	N/A
5.1.1.3.6 Leave Audit of Time and Attendance	Audit is accurately performed to yield accurate records	1%	# of leave audits performed per year	Leave Audits are completed within 1 week of request	25%	Within 2 weeks from request
5.1.1.3.7 Purchasing Requests	Requisition accurately represents	2%	# of requisitions	Requisition completed and	25%	Requisition completed and

SP's Activity	Quality Standard	AQL*	Lot	Timeliness Standard	AQL	Max
	customer request			routed within 2 Work Days		routed within 3 Workdays
5.1.1.3.8 Mail Distribution	Mail distributed to proper location or individual	5%	# of mail distributions	Within an hour of receipt	25%	Within 2 hours of receipt
5.1.1.3.9 Outgoing Mail Services	Mail is prepared and dispatch in accordance with FNCS policy and USPS services	5%	# of mail dispatches	Dispatched by COB	25%	By COB next Working day
5.1.1.3.10 Inventory Control	Inventory are properly maintained IAW with FNCS policy	10%	# of inventories	Inventory information is provided within 1 word day of request	10%	Within 2 wd of request
5.1.1.3.11 Office Security (CB ONLY)	Office security must be handled efficiently with confidentially.	0%	# of times security measures are accomplished within a year	Measure are completed by COB	0%	N/A
5.1.1.3.12 Archiving and Annual File Maintenance	Archiving and file maintenance completed in accordance with FNCS policy	0%	# of files archived and maintained per year	Archiving and file maintenance shall be completed within 1 week from the start of the fiscal year	25%	Within 2 weeks from the start of the fiscal year.
5.1.1.3.13 Publications Management REQUESTS	Accurately process publication request to FNCS customers	5%	# of requests processed per year	Requests are processed with in 2 Work Days of request	10%	Within 5 Work days of request
5.1.1.4 Reception services						
5.1.1.4.1 Telephone Answering	Calls are answered with the proper phone etiquette	5%	# Of phone calls received	Call must be answered within 2 rings	25%	Within 3 rings
5.1.1.4.2 Facsimile Services	Faxes are transmitted to correct location	2%	# of faxes transmitted per year	Faxes transmitted within 15 minutes of request	25%	Within 1 hour of request
5.1.1.4.3 Message Services	Messages are accurately transcribed and delivered to appropriate	5%	# of messages delivered	Within 15 minutes of receipt	25%	Within 30 minutes of receipt

SP's Activity	Quality Standard	AQL*	Lot	Timeliness Standard	AQL	Max
	individual					
5.1.1.4.4 Escorting	Escort visitors to the proper destination.	2%	# of visitors escorted within a year.	Greet and escort visitors to their destination within 10minutes of their arrival.	2%	Within 30 minutes of their arrival

* The maximum error rate of products or services that do not meet the performance standard in a lot of Deliverables.

SECTION C-6

6 DIRECTIVES, PUBLICATIONS AND FORMS

6.1 DIRECTIVES INSTRUCTIONS AND NOTICES

6.1.1 SUPPLEMENTS AND AMENDMENTS

Document	Title	M/A	Intranet Available Y/N
DEPARTMENTAL MANUALS			
DM 2300-001	Agriculture Travel Regulation	M	Y
DM 3020-001	Departmental Forms Manual	M	Y
REGULATIONS			
DR 3040-001	Electronic Records Management Program	M	Y
DR 3080-001	Records Disposition	M	Y
PA 90	The FNCS Program – A Compilation of regulations Pertaining to Retail Food Stores, Wholesale Food Concerns and Financial Institutions.	M	Y
FNCS HANDBOOKS AND GUIDES			
HB 318	Participation of Authorized Stores in the FSP	M	Y
HB 320	Disaster Food Stamp Program	A	Y
	EBT Disaster Plan Guide	A	Y
	Retailer Training Guide	M	Y
INSTRUCTIONS			
Series 100	<u>General Authorities and Functions</u> <i>GENERAL ADMINISTRATION</i> 105-1 Field Office Locations and Functions 113-2 Civil Rights Compliance and Enforcement in the SSFP For Women, Infants and Children and the CSFP 113-3 Civil Rights Compliance and Enforcement (FDD) 113-4 Civil Rights Compliance and Enforcement (CCFP) 113-6 Civil Rights Compliance and Enforcement (SNP) 113-7 Civil Rights Compliance and Enforcement (FSP) 113-8 Civil Rights Compliance and Enforcement	A A A A A A A A	

Document	Title	M/A	Intranet Available Y/N
	in the Summer Food Service Program 113-9 FNCS Alternative Dispute Resolution Program <i>INFORMATION</i> 160-2 New Electronic Freedom of Information Act Amendments 160-3 Collection, Maintenance, Use and Dissemination of Personal Information Under Privacy Act of 1974	A	
Series 200	<u>Administrative Services</u> <i>GENERAL</i> 208-1 Administration of the FNCS and HNIS Forms Management Program 208-2 Collection of Information From the Public <i>PROCUREMENT</i> 243-1 Electronic Ordering and Inventory of FNCS Forms <i>PROPERTY</i> 260-2 Reporting Thefts and Other Unlawful Acts Occurring at Park Office Center 263-1 Visual Aid and Other Equipment Available for Loan 270-1 Revised General Records Schedules and Agency Records 275-1 Security of Classified Material Security 282-1 Real Property Management – Field Locations	A A A A A A A	 Y Y Y Y Y Y Y
Series 300	<u>Personnel</u> <i>GENERAL</i> 300-2 Releasing Information Concerning Agency Employees 304-2 Display of ID Cards in the USDA Headquarter Complex 304-4 Emergency Food Assistance Credential 305-1 Revised Emergency Dismissal or Closure Procedure for the Washington DC Area 306-1 Temporary Changes in Tours of Duty <i>EMPLOYMENT</i> 320-2 Employment of Relatives 333-1 SF-52, Request for Personnel Action <i>EMPLOYEE RELATIONS AND WELFARE</i> 346-1 Administrative Grievance System 347-1 FNS and HNIS Performance Appraisal		

Document	Title	M/A	Intranet Available Y/N
	System 350-1 Use of Compensatory Leave for “Non-bargaining Unit” Employees <i>INVESTIGATIONS AND DISCIPLINE</i> 363-2 Outside Employment and Activity <i>SAFETY AND HEALTH</i> 372-2 Employee Alcohol and Drug Abuse Program 373-1 Employees’ Compensation for injury, Death or Occupational Illness or Disease 375-1 Workplace Violence Prevention and Response 380-1 FNS Employee Development and Training Program		
Series 400	<u>Budget and Finance</u> <i>GENERAL</i> 402-2 Responsibilities of Approving Officer for Review and Approval of Vouchers <i>TRAVEL AND TRANSPORTATION</i> 460-6 Arranging Travel Services Through a Travel Management Center 460-7 Use of Charge Cards for Official Government Travel	A M M	
Series 500	<u>Operations Analysis</u> <i>INFORMATION RESOURCES MANAGEMENT</i> 511-1 FNS Policy and Procedures for Technical Approval of Information Resources Management Acquisitions		
Series 700	<u>Food Distribution</u> <i>GENERAL</i> 708-6 Definition of Disaster Organizations <i>FOOD STAMPS</i> 727-2 Handling Nonretailer/Wholesaler OIC Investigations 730-1 Court Suits Involving FSP	A A A	Y Y Y

SECTION C-7

7 WORKLOAD

7.1 GENERAL INFORMATION

Workload indicators are projected without growth from year to year unless otherwise indicated. Recent activities and new customer indicate growth, but budget restrictions may negate the growth. All figures are annual unless otherwise indicated. Seasonal fluctuations are indicated where appropriate.

7.2 LOCATION

7.3 HEADQUARTERS

7.3.1 Headquarters (Alexandria, Virginia)

RFP	Task	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	Processing documents							
5.1.1.1.1	Filing	# of Documents Filed	207281	207281	207281	207281	207281	207281
5.1.1.1.2	Copy	# of Copy Jobs	105670	105670	105670	105670	105670	105670
5.1.1.1.3	Scanning	#of Scanned Documents	10651	10651	10651	10651	10651	10651
5.1.1.1.4	Shredding	# of Boxes of documents to be Shredded (5000 Pages per box)	808	808	808	808	808	808
5.1.1.1.5	Draft correspondence	# of Draft Correspondence	35984	35984	35984	35984	35984	35984
5.1.1.1.6	Format and finalizing	#of Documents Formatted and Finalized	24122	24122	24122	24122	24122	24122

FOUO

FNS PWS

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5.1.1.1.7	Document logs	# of times information is logged	15402	15402	15402	15402	15402	15402
5.1.1.1.8	Action tracking	# of Documents routed for action	23034	23034	23034	23034	23034	23034
5.1.1.1.9	Assembles documents and materials	# of materials and documents assembled	14878	14878	14878	14878	14878	14878
5.1.1.2	Scheduling supported services							
5.1.1.2.1	Travel scheduling	# of trips scheduled	4377	4377	4377	4377	4377	4377
5.1.1.2.2	Travel processing	# of travel forms processed	3179	3179	3179	3179	3179	3179
5.1.1.2.3	Conference room schedules	# of rooms scheduled	4337	4337	4337	4337	4337	4337
5.1.1.2.4	Calendar – supervisor's	# of calendars maintained	36253	36253	36253	36253	36253	36253
5.1.1.2.5	Calendar – group	# of calendars maintained	4569	4569	4569	4569	4569	4569
5.1.1.2.6	Training request processing (for staff)	# of training requests processed	512	512	512	512	512	512
5.1.1.3	Office operations							
5.1.1.3.1	Data entry	# of data entries from software Applications	802	802	802	802	802	802
5.1.1.3.2	Evidence or maintenance control	# of investigations materials controlled	147	147	147	147	147	147
5.1.1.3.3	Data manipulation	# of data jobs	148	148	148	148	148	148
5.1.1.3.4	Time and attendance (using star)	# of time and attendance records	15312	15312	15312	15312	15312	15312
5.1.1.3.5	Corrected time and attendance	# of corrected Time and Attendance	639	639	639	639	639	639
5.1.1.3.6	Leave audit of time and attendance	# of Leave Audits	282	282	282	282	282	282
5.1.1.3.7	Purchasing Requests	# of requisitions	2004	2004	2004	2004	2004	2004
5.1.1.3.8	Mail distribution	# of mail distributions	28438	28438	28438	28438	28438	28438
5.1.1.3.9	Outgoing mail	# of outgoing service	21298	21298	21298	21298	21298	21298

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	services	requests						
5.1.1.3.10	Inventory control	# of inventories maintained	804	804	804	804	804	804
5.1.1.3.11	Office security	# of times security steps are taken	0	0	0	0	0	0
5.1.1.3.12	Archiving and annual file maintenance	# of times archiving and file maintenance occur	38	38	38	38	38	38
5.1.1.3.13	Publications management requests	# of requests processed	0	0	0	0	0	0
5.1.1.4	Reception Services							
5.1.1.4.1	Telephone answering	# of phone calls received	100648	100648	100648	100648	100648	100648
5.1.1.4.2	Facsimile services	# of faxes	27175	27175	27175	27175	27175	27175
5.1.1.4.3	Message services	# of messages	44756	44756	44756	44756	44756	44756
5.1.1.4.4	Escorting	# of visitors	3316	3316	3316	3316	3316	3316

7.4 MIDATLANTIC REGION

7.4.1 New Jersey– Regional Office-Robbinsville (MARO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	29784	29784	29784	29784	29784	29784
5.1.1.1.2	COPY	# of Copy Jobs	21192	21192	21192	21192	21192	21192
5.1.1.1.3	SCANNING	#of Scanned Documents	66	66	66	66	66	66
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	228	228	228	228	228	228

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	2664	2664	2664	2664	2664	2664
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	5484	5484	5484	5484	5484	5484
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	2604	2604	2604	2604	2604	2604
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	1230	1230	1230	1230	1230	1230
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	995	995	995	995	995	995
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	754	754	754	754	754	754
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	738	738	738	738	738	738
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	312	312	312	312	312	312
5.1.1.2.4	CALENDAR – SUPERVISOR'S	# of calendars maintained	500	500	500	500	500	500
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	876	876	876	876	876	876
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	26	26	26	26	26	26

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	9926.000	9926.000	9926.000	9926.000	9926.000	9926.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	180.000	180.000	180.000	180.000	180.000	180.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	20118.000	20118.000	20118.000	20118.000	20118.000	20118.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	62.000	62.000	62.000	62.000	62.000	62.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	15.000	15.000	15.000	15.000	15.000	15.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	48.000	48.000	48.000	48.000	48.000	48.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	3916.400	3916.400	3916.400	3916.400	3916.400	3916.400
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	5999.400	5999.400	5999.400	5999.400	5999.400	5999.400
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	16.000	16.000	16.000	16.000	16.000	16.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	10.000	10.000	10.000	10.000	10.000	10.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	270.000	270.000	270.000	270.000	270.000	270.000
5.1.1.4	RECEPTION							

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	20678.000	20678.000	20678.000	20678.000	20678.000	20678.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	4016.000	4016.000	4016.000	4016.000	4016.000	4016.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	16118.000	16118.000	16118.000	16118.000	16118.000	16118.000
5.1.1.4.4	ESCORTING	# of visitors	3012.000	3012.000	3012.000	3012.000	3012.000	3012.000

7.4.2 West Virginia – Field Office-Charleston (MARO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	0	0	0	0	0	0
5.1.1.1.2	COPY	# of Copy Jobs	240	240	240	240	240	240
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	480	480	480	480	480	480

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	120	120	120	120	120	120
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	60	60	60	60	60	60
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	480	480	480	480	480	480
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	600	600	600	600	600	600
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	8	8	8	8	8	8
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	60	60	60	60	60	60
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	3	3	3	3	3	3
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3	OFFICE							

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	3574.000	3574.000	3574.000	3574.000	3574.000	3574.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	120.000	120.000	120.000	120.000	120.000	120.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	104.000	104.000	104.000	104.000	104.000	104.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	36.000	36.000	36.000	36.000	36.000	36.000

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	7500.000	7500.000	7500.000	7500.000	7500.000	7500.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1248.000	1248.000	1248.000	1248.000	1248.000	1248.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	2500.000	2500.000	2500.000	2500.000	2500.000	2500.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.4.3 Pennsylvania – Field Office-Philadelphia (MARO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	4680	4680	4680	4680	4680	4680
5.1.1.1.2	COPY	# of Copy Jobs	480	480	480	480	480	480
5.1.1.1.3	SCANNING	#of Scanned Documents	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	40	40	40	40	40	40
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	600	600	600	600	600	600
5.1.1.1.6	FORMAT AND	#of Documents	300	300	300	300	300	300

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	FINALIZING	Formatted and Finalized						
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	624	624	624	624	624	624
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	720	720	720	720	720	720
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	396	396	396	396	396	396
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	36	36	36	36	36	36
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3	OFFICE OPERATIONS							

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	20842.000	20842.000	20842.000	20842.000	20842.000	20842.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	360.000	360.000	360.000	360.000	360.000	360.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	130.000	130.000	130.000	130.000	130.000	130.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	500.000	500.000	500.000	500.000	500.000	500.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	750.000	750.000	750.000	750.000	750.000	750.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	120.000	120.000	120.000	120.000	120.000	120.000
5.1.1.4	RECEPTION							

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	10625.000	10625.000	10625.000	10625.000	10625.000	10625.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1250.000	1250.000	1250.000	1250.000	1250.000	1250.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	10625.000	10625.000	10625.000	10625.000	10625.000	10625.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.4.4 Pennsylvania – Field Office-Pittsburgh (MARO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	1200	1200	1200	1200	1200	1200
5.1.1.1.2	COPY	# of Copy Jobs	1800	1800	1800	1800	1800	1800
5.1.1.1.3	SCANNING	#of Scanned Documents	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	3	3	3	3	3	3
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	120	120	120	120	120	120
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	120	120	120	120	120	120

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	750	750	750	750	750	750
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	240	240	240	240	240	240
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	180	180	180	180	180	180
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	10	10	10	10	10	10
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	10	10	10	10	10	10
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	1	1	1	1	1	1
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	3	3	3	3	3	3
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries	3004.000	3004.000	3004.000	3004.000	3004.000	3004.000

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
		from software Applications						
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	130.000	130.000	130.000	130.000	130.000	130.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	259.000	259.000	259.000	259.000	259.000	259.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	1255.000	1255.000	1255.000	1255.000	1255.000	1255.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	750.000	750.000	750.000	750.000	750.000	750.000
5.1.1.4	RECEPTION SERVICES							

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	3750.000	3750.000	3750.000	3750.000	3750.000	3750.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1250.000	1250.000	1250.000	1250.000	1250.000	1250.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	1000.000	1000.000	1000.000	1000.000	1000.000	1000.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.4.5 Virginia – Field Office-Richmond (MARO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	300	300	300	300	300	300
5.1.1.1.2	COPY	# of Copy Jobs	300	300	300	300	300	300
5.1.1.1.3	SCANNING	#of Scanned Documents	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	2	2	2	2	2	2
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	276	276	276	276	276	276
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.7	DOCUMENT	# of times	0.000	0.000	0.000	0.000	0.000	0.000

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	LOGS	information is logged						
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	360	360	360	360	360	360
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	444	444	444	444	444	444
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	3	3	3	3	3	3
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	60	60	60	60	60	60
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	24	24	24	24	24	24
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	4	4	4	4	4	4
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	1337.000	1337.000	1337.000	1337.000	1337.000	1337.000

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	144.000	144.000	144.000	144.000	144.000	144.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	130.000	130.000	130.000	130.000	130.000	130.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	4.000	4.000	4.000	4.000	4.000	4.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	5.000	5.000	5.000	5.000	5.000	5.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	14.000	14.000	14.000	14.000	14.000	14.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	36.000	36.000	36.000	36.000	36.000	36.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	3750.000	3750.000	3750.000	3750.000	3750.000	3750.000

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1620.000	1620.000	1620.000	1620.000	1620.000	1620.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.4	ESCORTING	# of visitors	18.000	18.000	18.000	18.000	18.000	18.000

7.4.6 Puerto Rico – Field Office –San Juan (MARO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	1680	1680	1680	1680	1680	1680
5.1.1.1.2	COPY	# of Copy Jobs	125000	125000	125000	125000	125000	125000
5.1.1.1.3	SCANNING	#of Scanned Documents	1	1	1	1	1	1
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	1	1	1	1	1	1
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	156	156	156	156	156	156
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	156	156	156	156	156	156
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	9950	9950	9950	9950	9950	9950

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	960	960	960	960	960	960
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	2400	2400	2400	2400	2400	2400
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	42	42	42	42	42	42
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	48	48	48	48	48	48
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	12	12	12	12	12	12
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE	# of investigations materials	0.000	0.000	0.000	0.000	0.000	0.000

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	CONTROL	controlled						
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	352.000	352.000	352.000	352.000	352.000	352.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	5000.000	5000.000	5000.000	5000.000	5000.000	5000.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1998.000	1998.000	1998.000	1998.000	1998.000	1998.000

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.4.3	MESSAGE SERVICES	# of messages	2500.000	2500.000	2500.000	2500.000	2500.000	2500.000
5.1.1.4.4	ESCORTING	# of visitors	375.000	375.000	375.000	375.000	375.000	375.000

7.4.7 Maryland – Field Office-Towson (MARO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	72	72	72	72	72	72
5.1.1.1.2	COPY	# of Copy Jobs	120	120	120	120	120	120
5.1.1.1.3	SCANNING	#of Scanned Documents						
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)						
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	480	480	480	480	480	480
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	120	120	120	120	120	120
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	60	60	60	60	60	60
5.1.1.1.8	ACTION	# of Documents	480	480	480	480	480	480

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	TRACKING	routed for action						
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	960	960	960	960	960	960
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	8	8	8	8	8	8
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	60	60	60	60	60	60
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	1	1	1	1	1	1
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	3574.000	3574.000	3574.000	3574.000	3574.000	3574.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA	# of data jobs	120.000	120.000	120.000	120.000	120.000	120.000

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	MANIPULATION							
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	156.000	156.000	156.000	156.000	156.000	156.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	501.000	501.000	501.000	501.000	501.000	501.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	36.000	36.000	36.000	36.000	36.000	36.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	7500.000	7500.000	7500.000	7500.000	7500.000	7500.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	750.000	750.000	750.000	750.000	750.000	750.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	2500.000	2500.000	2500.000	2500.000	2500.000	2500.000

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.4.8 New Jersey – Area Office –Marlton (MARO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	262	262	262	262	262	262
5.1.1.1.2	COPY	# of Copy Jobs	262	262	262	262	262	262
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	1820	1820	1820	1820	1820	1820
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	1820	1820	1820	1820	1820	1820
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	612	612	612	612	612	612
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.9	ASSEMBLES	# of materials and	0.000	0.000	0.000	0.000	0.000	0.000

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	DOCUMENTS AND MATERIALS	documents assembled						
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	276	276	276	276	276	276
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	1	1	1	1	1	1
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	1012.000	1012.000	1012.000	1012.000	1012.000	1012.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE	# of time and attendance records	676.000	676.000	676.000	676.000	676.000	676.000

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	(USING STAR)							
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	7500.000	7500.000	7500.000	7500.000	7500.000	7500.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

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7.5 MOUNTAIN PLAINS REGION

7.5.1 Denver, Colorado – Regional Office (MPRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	Documents Filed	46156	46156	46156	46156	46156	46156
5.1.1.1.2	COPY	Copy Jobs	5626	5626	5626	5626	5626	5626
5.1.1.1.3	SCANNING	Scanned Documents	900	900	900	900	900	900
5.1.1.1.4	SHREDDING	Boxes of documents to be Shredded (5000 Pages)	59	59	59	59	59	59
5.1.1.1.5	DRAFT CORRESPONDENCE	Draft Correspondence	3821	3821	3821	3821	3821	3821
5.1.1.1.6	FORMAT AND FINALIZING	Documents Formatted and Finalized	2376	2376	2376	2376	2376	2376
5.1.1.1.7	DOCUMENT LOGS	# times information is logged	12000	12000	12000	12000	12000	12000

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5.1.1.1.8	ACTION TRACKING	Documents routed for action	6260	6260	6260	6260	6260	6260
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	1084	1084	1084	1084	1084	1084
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	40	40	40	40	40	40
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	26	26	26	26	26	26
5.1.1.2.3	CONFERENCE ROOM SCHEDULES		918	918	918	918	918	918
5.1.1.2.4	CALENDAR – SUPERVISOR'S		0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP		540	540	540	540	540	540
5.1.1.2.6	TRAINING REQUEST PROCESSING		191	191	191	191	191	191

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	G (FOR STAFF)							
5.1.1.3	OFFICE OPERATION S							
5.1.1.3.1	DATA ENTRY		2387	2387	2387	2387	2387	2387
5.1.1.3.2	EVIDENCE OR MAINTENAN CE CONTROL		36	36	36	36	36	36
5.1.1.3.3	DATA MANIPULATI ON		0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANC E (USING STAR)		2539	2539	2539	2539	2539	2539
5.1.1.3.5	CORRECTED TIME AND ATTENDANC E		840	840	840	840	840	840
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANC E		859	859	859	859	859	859
5.1.1.3.7	PURCHASIN G REQUESTS		12	12	12	12	12	12
5.1.1.3.8	MAIL DISTRIBUTIO N		40220	40220	40220	40220	40220	40220
5.1.1.3.9	OUTGOING MAIL		36201	36201	36201	36201	36201	36201

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	SERVICES							
5.1.1.3.10	INVENTORY CONTROL		1	1	1	1	1	1
5.1.1.3.11	OFFICE SECURITY		71	71	71	71	71	71
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE		116	116	116	116	116	116
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS		52	52	52	52	52	52
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING		17500	17500	17500	17500	17500	17500
5.1.1.4.2	FACSIMILE SERVICES		780	780	780	780	780	780
5.1.1.4.3	MESSAGE SERVICES		3626	3626	3626	3626	3626	3626
5.1.1.4.4	ESCORTING		624	624	624	624	624	624

7.5.2 Bismarck, North Dakota – Field Office (MPRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							

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5.1.1.1.1	FILING	Documents Filed	300	300	300	300	300	300
5.1.1.1.2	COPY	Copy Jobs	1800	1800	1800	1800	1800	1800
5.1.1.1.3	SCANNING	Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	Boxes of documents to be Shredded (5000 Pages)	20	20	20	20	20	20
5.1.1.1.5	DRAFT CORRESPONDENCE	Draft Correspondence	0	0	0	0	0	0
5.1.1.1.6	FORMAT AND FINALIZING	Documents Formatted and Finalized	0	0	0	0	0	0
5.1.1.1.7	DOCUMENT LOGS	# times information is logged	78	78	78	78	78	78
5.1.1.1.8	ACTION TRACKING	Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	260	260	260	260	260	260
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	1	1	1	1	1	1
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM		0	0	0	0	0	0

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	SCHEDULES							
5.1.1.2.4	CALENDAR – SUPERVISOR'S		0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP		0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)		0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY		156	156	156	156	156	156
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL		0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION		0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)		0	0	0	0	0	0
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE		0	0	0	0	0	0
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE		30	30	30	30	30	30
5.1.1.3.7	PURCHASING REQUESTS		0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION		750	750	750	750	750	750
5.1.1.3.9	OUTGOING MAIL SERVICES		500	500	500	500	500	500
5.1.1.3.10	INVENTORY CONTROL		1	1	1	1	1	1
5.1.1.3.11	OFFICE SECURITY		375	375	375	375	375	375
5.1.1.3.12	ARCHIVING AND ANNUAL		0	0	0	0	0	0

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	FILE MAINTENANCE							
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS		0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING		1500	1500	1500	1500	1500	1500
5.1.1.4.2	FACSIMILE SERVICES		18	18	18	18	18	18
5.1.1.4.3	MESSAGE SERVICES		750	750	750	750	750	750
5.1.1.4.4	ESCORTING		0	0	0	0	0	0

7.6 MIDWEST REGIONAL

7.6.1 Illinois – Regional Office-Chicago (MWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	47500	47500	47500	47500	47500	47500
5.1.1.1.2	COPY	# of Copy Jobs	87348	87348	87348	87348	87348	87348
5.1.1.1.3	SCANNING	#of Scanned Documents	66	66	66	66	66	66
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	46	46	46	46	46	46
5.1.1.1.5	DRAFT CORRESPONDE	# of Draft Correspondence	7820	7820	7820	7820	7820	7820

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	NCE							
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	9550	9550	9550	9550	9550	9550
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	15346	15346	15346	15346	15346	15346
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	14318	14318	14318	14318	14318	14318
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	14472	14472	14472	14472	14472	14472
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	200	200	200	200	200	200
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	1072	1072	1072	1072	1072	1072
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	532	532	532	532	532	532
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	510	510	510	510	510	510
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	510	510	510	510	510	510
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	96	96	96	96	96	96

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	12097	12097	12097	12097	12097	12097
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	108	108	108	108	108	108
5.1.1.3.3	DATA MANIPULATION	# of data jobs	544	544	544	544	544	544
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	7076	7076	7076	7076	7076	7076
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	5175	5175	5175	5175	5175	5175
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	3959	3959	3959	3959	3959	3959
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	352	352	352	352	352	352
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	3250	3250	3250	3250	3250	3250
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	11667	11667	11667	11667	11667	11667
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	526	526	526	526	526	526
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	23	23	23	23	23	23
5.1.1.3.13	PUBLICATIONS MANAGEMENT	# of requests processed	254	254	254	254	254	254

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	REQUESTS							
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	1189	1189	1189	1189	1189	1189
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	2416	2416	2416	2416	2416	2416
5.1.1.4.3	MESSAGE SERVICES	# of messages	4250	4250	4250	4250	4250	4250
5.1.1.4.4	ESCORTING	# of visitors	750	750	750	750	750	750

7.6.2 Ohio – Field Office-Columbus (MWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	2080	2080	2080	2080	2080	2080
5.1.1.1.2	COPY	# of Copy Jobs	0	0	0	0	0	0
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	35	35	35	35	35	35
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	0	0	0	0	0	0

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	0	0	0	0	0	0
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	0	0	0	0	0	0
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0	0	0	0	0	0
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE							

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	234	234	234	234	234	234
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	5	5	5	5	5	5
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0	0	0	0	0	0
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250	250	250	250	250	250
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0	0	0	0	0	0
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	2	2	2	2	2	2
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.6.3 Michigan – Field Office-Detroit (MWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	0	0	0	0	0	0
5.1.1.1.2	COPY	# of Copy Jobs	0	0	0	0	0	0
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	0	0	0	0	0	0
5.1.1.1.6	FORMAT AND	#of Documents	12	12	12	12	12	12

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	FINALIZING	Formatted and Finalized						
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	0	0	0	0	0	0
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0	0	0	0	0	0
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	556.000	556.000	556.000	556.000	556.000	556.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	104	104	104	104	104	104
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	24	24	24	24	24	24
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	0	0	0	0	0	0
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0	0	0	0	0	0
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250	250	250	250	250	250
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	4000	4000	4000	4000	4000	4000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	24	24	24	24	24	24
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	1	1	1	1	1	1
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION							

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.6.4 Indiana – Field Office-Indianapolis (MWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	1344	1344	1344	1344	1344	1344
5.1.1.1.2	COPY	# of Copy Jobs	0	0	0	0	0	0
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	0	0	0	0	0	0
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and	2250	2250	2250	2250	2250	2250

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
		Finalized						
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	7	7	7	7	7	7
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	7000	7000	7000	7000	7000	7000
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	2	2	2	2	2	2
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							

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RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	72.000	72.000	72.000	72.000	72.000	72.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	104	104	104	104	104	104
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	104	104	104	104	104	104
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0	0	0	0	0	0
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250	250	250	250	250	250
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0	0	0	0	0	0
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	1	1	1	1	1	1
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION							

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
	SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.6.5 Wisconsin-- Field Office-Madison (MWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	840	840	840	840	840	840
5.1.1.1.2	COPY	# of Copy Jobs	4248	4248	4248	4248	4248	4248
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	0.000	0.000	0.000	0.000	0.000	0.000

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5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	2250	2250	2250	2250	2250	2250
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	72	72	72	72	72	72
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0	0	0	0	0	0
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	2	2	2	2	2	2
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software	72.000	72.000	72.000	72.000	72.000	72.000

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		Applications						
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	26	26	26	26	26	26
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	8	8	8	8	8	8
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0	0	0	0	0	0
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	12	12	12	12	12	12
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250	250	250	250	250	250
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	500	500	500	500	500	500
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	12	12	12	12	12	12
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0	0	0	0	0	0
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0.000	0.000	0.000	0.000	0.000	0.000

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5.1.1.4.3	MESSAGE SERVICES	# of messages	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.6.6 Minnesota – Field Office-Minneapolis (MWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTION YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	1200	1200	1200	1200	1200	1200
5.1.1.1.2	COPY	# of Copy Jobs	3120	3120	3120	3120	3120	3120
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	26	26	26	26	26	26
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	312	312	312	312	312	312
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	390	390	390	390	390	390
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	24	24	24	24	24	24
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	208	208	208	208	208	208

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5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	208	208	208	208	208	208
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	208	208	208	208	208	208
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	52	52	52	52	52	52
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	250	250	250	250	250	250
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	936	936	936	936	936	936
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	312	312	312	312	312	312

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5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	0	0	0	0	0	0
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0	0	0	0	0	0
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	0	0	0	0	0	0
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0	0	0	0	0	0
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0	0	0	0	0	0
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.6.7 Illinois – Field Office-Springfield (MWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
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					YEAR			
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	0	0	0	0	0	0
5.1.1.1.2	COPY	# of Copy Jobs	0	0	0	0	0	0
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	0	0	0	0	0	0
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	0	0	0	0	0	0
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	0	0	0	0	0	0
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0	0	0	0	0	0
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL	# of trips scheduled	0	0	0	0	0	0

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	SCHEDULING							
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	936.000	936.000	936.000	936.000	936.000	936.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	104	104	104	104	104	104
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	0	0	0	0	0	0
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0	0	0	0	0	0
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	0	0	0	0	0	0

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5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0	0	0	0	0	0
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	1	1	1	1	1	1
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	2	2	2	2	2	2
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	1500.000	1500.000	1500.000	1500.000	1500.000	1500.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.6.8 Minnesota – Field Office-St Paul (MWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTION YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	3750	3750	3750	3750	3750	3750
5.1.1.1.2	COPY	# of Copy Jobs	4500	4500	4500	4500	4500	4500
5.1.1.1.3	SCANNING	#of Scanned	0	0	0	0	0	0

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		Documents						
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	24	24	24	24	24	24
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	260	260	260	260	260	260
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	36	36	36	36	36	36
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	144	144	144	144	144	144
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	72	72	72	72	72	72
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	3	3	3	3	3	3
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR'S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR –	# of calendars	0	0	0	0	0	0

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	GROUP	maintained						
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	1	1	1	1	1	1
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	2968.000	2968.000	2968.000	2968.000	2968.000	2968.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	78	78	78	78	78	78
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	8	8	8	8	8	8
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	1	1	1	1	1	1
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	16	16	16	16	16	16
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250	250	250	250	250	250
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	1812	1812	1812	1812	1812	1812
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0	0	0	0	0	0

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5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.6.9 Illinois – Area Office-Chicago (MWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTIO N YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	9100	9100	9100	9100	9100	9100
5.1.1.1.2	COPY	# of Copy Jobs	17160	17160	17160	17160	17160	17160
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	26	26	26	26	26	26
5.1.1.1.5	DRAFT CORRESPONDE NCE	# of Draft Correspondence	548	548	548	548	548	548

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5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	162	162	162	162	162	162
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	619	619	619	619	619	619
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	120	120	120	120	120	120
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	480	480	480	480	480	480
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	8.000	8.000	8.000	8.000	8.000	8.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	108.000	108.000	108.000	108.000	108.000	108.000
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	4.000	4.000	4.000	4.000	4.000	4.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software	144	144	144	144	144	144

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		Applications						
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	24	24	24	24	24	24
5.1.1.3.3	DATA MANIPULATION	# of data jobs	12	12	12	12	12	12
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	728	728	728	728	728	728
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	728	728	728	728	728	728
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	1456	1456	1456	1456	1456	1456
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	24	24	24	24	24	24
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	416	416	416	416	416	416
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	619	619	619	619	619	619
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	24	24	24	24	24	24
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	4	4	4	4	4	4
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	208	208	208	208	208	208
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1248	1248	1248	1248	1248	1248

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5.1.1.4.3	MESSAGE SERVICES	# of messages	0	0	0	0	0	0
5.1.1.4.4	ESCORTING	# of visitors	0	0	0	0	0	0

7.7 NORTHEAST REGION

7.7.1 Boston, Massachusetts – Regional Office (NERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTION YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	Documents Filed	10379	10379	10379	10379	10379	10379
5.1.1.1.2	COPY	Copy Jobs	46898	46898	46898	46898	46898	46898
5.1.1.1.3	SCANNING	Scanned Documents	28800	28800	28800	28800	28800	28800
5.1.1.1.4	SHREDDING	Boxes of documents to be Shredded (5000 Pages)	36	36	36	36	36	36
5.1.1.1.5	DRAFT CORRESPONDENCE	Draft Correspondence	2568	2568	2568	2568	2568	2568
5.1.1.1.6	FORMAT AND FINALIZING	Documents Formatted and Finalized	43871	43871	43871	43871	43871	43871
5.1.1.1.7	DOCUMENT LOGS	# times information is logged	0	0	0	0	0	0
5.1.1.1.8	ACTION TRACKING	Documents routed for action	0	0	0	0	0	0

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5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0	0	0	0	0	0
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	312	312	312	312	312	312
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	52	52	52	52	52	52
5.1.1.2.3	CONFERENCE ROOM SCHEDULES		2832	2832	2832	2832	2832	2832
5.1.1.2.4	CALENDAR – SUPERVISOR’S		0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP		84	84	84	84	84	84
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)		0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY		252	252	252	252	252	252
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL		0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION		0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)		1248	1248	1248	1248	1248	1248
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE		48	48	48	48	48	48

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5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE		5	5	5	5	5	5
5.1.1.3.7	PURCHASING REQUESTS		178	178	178	178	178	178
5.1.1.3.8	MAIL DISTRIBUTION		313	313	313	313	313	313
5.1.1.3.9	OUTGOING MAIL SERVICES		52	52	52	52	52	52
5.1.1.3.10	INVENTORY CONTROL		104	104	104	104	104	104
5.1.1.3.11	OFFICE SECURITY		52	52	52	52	52	52
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE		3	3	3	3	3	3
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS		0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING		13123	13123	13123	13123	13123	13123
5.1.1.4.2	FACSIMILE SERVICES		2748	2748	2748	2748	2748	2748
5.1.1.4.3	MESSAGE SERVICES		6016	6016	6016	6016	6016	6016
5.1.1.4.4	ESCORTING		274	274	274	274	274	274

7.7.2 Albany, New York – Field Office (NERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTION YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							

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5.1.1.1.1	FILING	Documents Filed	0	0	0	0	0	0
5.1.1.1.2	COPY	Copy Jobs	0	0	0	0	0	0
5.1.1.1.3	SCANNING	Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	Boxes of documents to be Shredded (5000 Pages)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDENCE	Draft Correspondence	0	0	0	0	0	0
5.1.1.1.6	FORMAT AND FINALIZING	Documents Formatted and Finalized	240	240	240	240	240	240
5.1.1.1.7	DOCUMENT LOGS	# times information is logged	0	0	0	0	0	0
5.1.1.1.8	ACTION TRACKING	Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0	0	0	0	0	0
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM		0	0	0	0	0	0

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	SCHEDULES							
5.1.1.2.4	CALENDAR – SUPERVISOR'S		0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP		0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)		0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY		0	0	0	0	0	0
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL		0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION		0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)		0	0	0	0	0	0
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE		0	0	0	0	0	0
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE		30	30	30	30	30	30
5.1.1.3.7	PURCHASING REQUESTS		0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION		0	0	0	0	0	0
5.1.1.3.9	OUTGOING MAIL SERVICES		0	0	0	0	0	0
5.1.1.3.10	INVENTORY CONTROL		0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY		0	0	0	0	0	0
5.1.1.3.12	ARCHIVING AND ANNUAL		0	0	0	0	0	0

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	FILE MAINTENANCE							
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS		1	1	1	1	1	1
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING		0	0	0	0	0	0
5.1.1.4.2	FACSIMILE SERVICES		0	0	0	0	0	0
5.1.1.4.3	MESSAGE SERVICES		0	0	0	0	0	0
5.1.1.4.4	ESCORTING		0	0	0	0	0	0

7.7.3 Concord, New Hampshire – Field Office (NERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	Documents Filed	0	0	0	0	0	0
5.1.1.1.2	COPY	Copy Jobs	0	0	0	0	0	0
5.1.1.1.3	SCANNING	Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	Boxes of documents to be Shredded (5000 Pages)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDENCE	Draft Correspondence	0	0	0	0	0	0

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	NCE							
5.1.1.1.6	FORMAT AND FINALIZING	Documents Formatted and Finalized	0	0	0	0	0	0
5.1.1.1.7	DOCUMENT LOGS	# times information is logged	0	0	0	0	0	0
5.1.1.1.8	ACTION TRACKING	Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0	0	0	0	0	0
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	10	10	10	10	10	10
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES		0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S		0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP		0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)		0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY		910	910	910	910	910	910

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5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL		0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION		0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)		52	52	52	52	52	52
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE		0	0	0	0	0	0
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE		0	0	0	0	0	0
5.1.1.3.7	PURCHASING REQUESTS		0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION		0	0	0	0	0	0
5.1.1.3.9	OUTGOING MAIL SERVICES		0	0	0	0	0	0
5.1.1.3.10	INVENTORY CONTROL		0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY		0	0	0	0	0	0
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE		0	0	0	0	0	0
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS		0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING		0	0	0	0	0	0
5.1.1.4.2	FACSIMILE SERVICES		0	0	0	0	0	0
5.1.1.4.3	MESSAGE		0	0	0	0	0	0

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	SERVICES							
5.1.1.4.4	ESCORTING		0	0	0	0	0	0

7.7.4 New York City, New York (NERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTIO N YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	Documents Filed	0	0	0	0	0	0
5.1.1.1.2	COPY	Copy Jobs	0	0	0	0	0	0
5.1.1.1.3	SCANNING	Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	Boxes of documents to be Shredded (5000 Pages)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDE NCE	Draft Correspondence	0	0	0	0	0	0
5.1.1.1.6	FORMAT AND FINALIZING	Documents Formatted and Finalized	0	0	0	0	0	0
5.1.1.1.7	DOCUMENT LOGS	# times information is logged	0	0	0	0	0	0
5.1.1.1.8	ACTION TRACKING	Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS	# of materials and documents	0	0	0	0	0	0

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	AND MATERIALS	assembled						
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES		0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S		0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP		0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)		0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY		250	250	250	250	250	250
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL		0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION		0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)		0	0	0	0	0	0
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE		0	0	0	0	0	0
5.1.1.3.6	LEAVE AUDIT OF TIME AND		0	0	0	0	0	0

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	ATTENDANCE							
5.1.1.3.7	PURCHASING REQUESTS		0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION		12750	12750	12750	12750	12750	12750
5.1.1.3.9	OUTGOING MAIL SERVICES		251	251	251	251	251	251
5.1.1.3.10	INVENTORY CONTROL		0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY		0	0	0	0	0	0
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE		1	1	1	1	1	1
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS		0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING		0	0	0	0	0	0
5.1.1.4.2	FACSIMILE SERVICES		0	0	0	0	0	0
5.1.1.4.3	MESSAGE SERVICES		0	0	0	0	0	0
5.1.1.4.4	ESCORTING		0	0	0	0	0	0

7.7.5 Wallingford, Connecticut – Field Office (NERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	Documents Filed	0	0	0	0	0	0

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5.1.1.1.2	COPY	Copy Jobs	0	0	0	0	0	0
5.1.1.1.3	SCANNING	Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	Boxes of documents to be Shredded (5000 Pages)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDENCE	Draft Correspondence	0	0	0	0	0	0
5.1.1.1.6	FORMAT AND FINALIZING	Documents Formatted and Finalized	0	0	0	0	0	0
5.1.1.1.7	DOCUMENT LOGS	# times information is logged	0	0	0	0	0	0
5.1.1.1.8	ACTION TRACKING	Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0	0	0	0	0	0
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES		0	0	0	0	0	0
5.1.1.2.4	CALENDAR –		0	0	0	0	0	0

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	SUPERVISOR'S							
5.1.1.2.5	CALENDAR – GROUP		0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)		0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY		0	0	0	0	0	0
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL		0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION		0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)		0	0	0	0	0	0
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE		0	0	0	0	0	0
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE		0	0	0	0	0	0
5.1.1.3.7	PURCHASING REQUESTS		0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION		0	0	0	0	0	0
5.1.1.3.9	OUTGOING MAIL SERVICES		0	0	0	0	0	0
5.1.1.3.10	INVENTORY CONTROL		0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY		0	0	0	0	0	0
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE		0	0	0	0	0	0

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5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS		0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING		0	0	0	0	0	0
5.1.1.4.2	FACSIMILE SERVICES		0	0	0	0	0	0
5.1.1.4.3	MESSAGE SERVICES		0	0	0	0	0	0
5.1.1.4.4	ESCORTING		0	0	0	0	0	0

7.8 SOUTHEAST REGION

7.8.1 Georgia – Regional Office-Atlanta (SERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTION YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.2	COPY	# of Copy Jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.3	SCANNING	#of Scanned Documents	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	6	6	6	6	6	6
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.6	FORMAT AND	#of Documents	0.000	0.000	0.000	0.000	0.000	0.000

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	FINALIZING	Formatted and Finalized						
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	720	720	720	720	720	720
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	10	10	10	10	10	10
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	10	10	10	10	10	10
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	24	24	24	24	24	24
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	0.000	0.000	0.000	0.000	0.000	0.000

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5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	13.000	13.000	13.000	13.000	13.000	13.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	4.000	4.000	4.000	4.000	4.000	4.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	2746	2746	2746	2746	2746	2746
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1500	1500	1500	1500	1500	1500
5.1.1.4.3	MESSAGE	# of messages	2496	2496	2496	2496	2496	2496

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	SERVICES							
5.1.1.4.4	ESCORTING	# of visitors	144	144	144	144	144	144

7.8.2 Georgia – Field Office-Atlanta (SERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	28396	28396	28396	28396	28396	28396
5.1.1.1.2	COPY	# of Copy Jobs	6308	6308	6308	6308	6308	6308
5.1.1.1.3	SCANNING	#of Scanned Documents	4146	4146	4146	4146	4146	4146
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	13	13	13	13	13	13
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	1028	1028	1028	1028	1028	1028
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	2684	2684	2684	2684	2684	2684
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	1929	1929	1929	1929	1929	1929
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	3766	3766	3766	3766	3766	3766
5.1.1.1.9	ASSEMBLES DOCUMENTS	# of materials and documents	4099	4099	4099	4099	4099	4099

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	AND MATERIALS	assembled						
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	521	521	521	521	521	521
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	520	520	520	520	520	520
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	320	320	320	320	320	320
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	1800	1800	1800	1800	1800	1800
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	100	100	100	100	100	100
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	42	42	42	42	42	42
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	4015.000	4015.000	4015.000	4015.000	4015.000	4015.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	492.000	492.000	492.000	492.000	492.000	492.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	47.000	47.000	47.000	47.000	47.000	47.000

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5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	83.000	83.000	83.000	83.000	83.000	83.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	102.000	102.000	102.000	102.000	102.000	102.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	5824.000	5824.000	5824.000	5824.000	5824.000	5824.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	29820	29820	29820	29820	29820	29820
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	791	791	791	791	791	791
5.1.1.4.3	MESSAGE SERVICES	# of messages	16250	16250	16250	16250	16250	16250
5.1.1.4.4	ESCORTING	# of visitors	104	104	104	104	104	104

7.8.3 South Carolina – Field Office-Columbia (SERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTION YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents	2080.000	2080.000	2080.000	2080.000	2080.000	2080.000

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		Filed						
5.1.1.1.2	COPY	# of Copy Jobs	25820.000	25820.000	25820.000	25820.000	25820.000	25820.000
5.1.1.1.3	SCANNING	#of Scanned Documents	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	10.000	10.000	10.000	10.000	10.000	10.000
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	520.000	520.000	520.000	520.000	520.000	520.000
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	624.000	624.000	624.000	624.000	624.000	624.000
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	2500.000	2500.000	2500.000	2500.000	2500.000	2500.000
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	900.000	900.000	900.000	900.000	900.000	900.000
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	48.000	48.000	48.000	48.000	48.000	48.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	48.000	48.000	48.000	48.000	48.000	48.000
5.1.1.2.3	CONFERENCE	# of rooms	36.000	36.000	36.000	36.000	36.000	36.000

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	ROOM SCHEDULES	scheduled						
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	6.000	6.000	6.000	6.000	6.000	6.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	1822.000	1822.000	1822.000	1822.000	1822.000	1822.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	3.000	3.000	3.000	3.000	3.000	3.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	4.000	4.000	4.000	4.000	4.000	4.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	750.000	750.000	750.000	750.000	750.000	750.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.11	OFFICE	# of times security						

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	SECURITY	steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	3.000	3.000	3.000	3.000	3.000	3.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	3.000	3.000	3.000	3.000	3.000	3.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	6250.000	6250.000	6250.000	6250.000	6250.000	6250.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	2500.000	2500.000	2500.000	2500.000	2500.000	2500.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	4500.000	4500.000	4500.000	4500.000	4500.000	4500.000
5.1.1.4.4	ESCORTING	# of visitors	250.000	250.000	250.000	250.000	250.000	250.000

7.8.4 Mississippi – Field Office-Jackson (SERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTIO N YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	240.000	240.000	240.000	240.000	240.000	240.000
5.1.1.1.2	COPY	# of Copy Jobs	3000.000	3000.000	3000.000	3000.000	3000.000	3000.000
5.1.1.1.3	SCANNING	#of Scanned Documents	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	10.000	10.000	10.000	10.000	10.000	10.000

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5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	36.000	36.000	36.000	36.000	36.000	36.000
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	96.000	96.000	96.000	96.000	96.000	96.000
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	1500.000	1500.000	1500.000	1500.000	1500.000	1500.000
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	104.000	104.000	104.000	104.000	104.000	104.000
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	6000.000	6000.000	6000.000	6000.000	6000.000	6000.000
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000

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5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	1518.000	1518.000	1518.000	1518.000	1518.000	1518.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	208.000	208.000	208.000	208.000	208.000	208.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	52.000	52.000	52.000	52.000	52.000	52.000
5.1.1.4	RECEPTION							

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	SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	5000.000	5000.000	5000.000	5000.000	5000.000	5000.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1250.000	1250.000	1250.000	1250.000	1250.000	1250.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	2250.000	2250.000	2250.000	2250.000	2250.000	2250.000
5.1.1.4.4	ESCORTING	# of visitors	364.000	364.000	364.000	364.000	364.000	364.000

7.8.5 Kentucky – Field Office-Lexington (SERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	14250.000	14250.000	14250.000	14250.000	14250.000	14250.000
5.1.1.1.2	COPY	# of Copy Jobs	5620.000	5620.000	5620.000	5620.000	5620.000	5620.000
5.1.1.1.3	SCANNING	#of Scanned Documents	52.000	52.000	52.000	52.000	52.000	52.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	40.500	40.500	40.500	40.500	40.500	40.500
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	260.000	260.000	260.000	260.000	260.000	260.000
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.7	DOCUMENT	# of times	0.000	0.000	0.000	0.000	0.000	0.000

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	LOGS	information is logged						
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	800.000	800.000	800.000	800.000	800.000	800.000
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	56.000	56.000	56.000	56.000	56.000	56.000
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	6832.000	6832.000	6832.000	6832.000	6832.000	6832.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000

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5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	4.000	4.000	4.000	4.000	4.000	4.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	4374.000	4374.000	4374.000	4374.000	4374.000	4374.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	1250.000	1250.000	1250.000	1250.000	1250.000	1250.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.8.6 Alabama – Field Office-Montgomery (SERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTIO N YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	4500.000	4500.00 0	4500.000	4500.000	4500.000	4500.000
5.1.1.1.2	COPY	# of Copy Jobs	1300.000	1300.00 0	1300.000	1300.000	1300.000	1300.000
5.1.1.1.3	SCANNING	#of Scanned Documents	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.5	DRAFT CORRESPONDE NCE	# of Draft Correspondence	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0.000	0.000	0.000	0.000	0.000	0.000

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5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	4.000	4.000	4.000	4.000	4.000	4.000
5.1.1.2.4	CALENDAR – SUPERVISOR'S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	15912.000	15912.000	15912.000	15912.000	15912.000	15912.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	78.000	78.000	78.000	78.000	78.000	78.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND	# of Leave Audits	0.000	0.000	0.000	0.000	0.000	0.000

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	ATTENDANCE							
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	2250.000	2250.000	2250.000	2250.000	2250.000	2250.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	2500.000	2500.000	2500.000	2500.000	2500.000	2500.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	260.000	260.000	260.000	260.000	260.000	260.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	1250.000	1250.000	1250.000	1250.000	1250.000	1250.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.8.7 Tennessee – Field Office-Nashville (SERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	2500.000	2500.000	2500.000	2500.000	2500.000	2500.000

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5.1.1.1.2	COPY	# of Copy Jobs	750.000	750.000	750.000	750.000	750.000	750.000
5.1.1.1.3	SCANNING	#of Scanned Documents	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	4.680	4.680	4.680	4.680	4.680	4.680
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	500.000	500.000	500.000	500.000	500.000	500.000
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	624.000	624.000	624.000	624.000	624.000	624.000
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.3	CONFERENCE ROOM	# of rooms scheduled	106.000	106.000	106.000	106.000	106.000	106.000

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	SCHEDULES							
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	3968.000	3968.000	3968.000	3968.000	3968.000	3968.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	48.000	48.000	48.000	48.000	48.000	48.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	4.000	4.000	4.000	4.000	4.000	4.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	500.000	500.000	500.000	500.000	500.000	500.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						

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5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	52.000	52.000	52.000	52.000	52.000	52.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	13750.000	13750.000	13750.000	13750.000	13750.000	13750.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	2812.000	2812.000	2812.000	2812.000	2812.000	2812.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	11250.000	11250.000	11250.000	11250.000	11250.000	11250.000
5.1.1.4.4	ESCORTING	# of visitors	52.000	52.000	52.000	52.000	52.000	52.000

7.8.8 North Carolina – Field Office-Raleigh (SERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTIO N YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	1300.000	1300.000	1300.000	1300.000	1300.000	1300.000
5.1.1.1.2	COPY	# of Copy Jobs	2500.000	2500.000	2500.000	2500.000	2500.000	2500.000
5.1.1.1.3	SCANNING	#of Scanned Documents	156.000	156.000	156.000	156.000	156.000	156.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	9.000	9.000	9.000	9.000	9.000	9.000

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5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	1250.000	1250.000	1250.000	1250.000	1250.000	1250.000
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	208.000	208.000	208.000	208.000	208.000	208.000
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	500.000	500.000	500.000	500.000	500.000	500.000
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	500.000	500.000	500.000	500.000	500.000	500.000
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	60.000	60.000	60.000	60.000	60.000	60.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.4	CALENDAR – SUPERVISOR'S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	22.000	22.000	22.000	22.000	22.000	22.000
5.1.1.3	OFFICE							

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	OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	54.000	54.000	54.000	54.000	54.000	54.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE	# of phone calls	5000.000	5000.00	5000.000	5000.000	5000.000	5000.000

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	ANSWERING	received		0				
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	2500.000	2500.000	2500.000	2500.000	2500.000	2500.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	2000.000	2000.000	2000.000	2000.000	2000.000	2000.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.8.9 Florida – Field Office-Tallahassee (SERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	6250.000	6250.000	6250.000	6250.000	6250.000	6250.000
5.1.1.1.2	COPY	# of Copy Jobs	6250.000	6250.000	6250.000	6250.000	6250.000	6250.000
5.1.1.1.3	SCANNING	#of Scanned Documents	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	5.200	5.200	5.200	5.200	5.200	5.200
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	1040.000	1040.000	1040.000	1040.000	1040.000	1040.000
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	2000.000	2000.000	2000.000	2000.000	2000.000	2000.000

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5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	52.000	52.000	52.000	52.000	52.000	52.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	52.000	52.000	52.000	52.000	52.000	52.000
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	750.000	750.000	750.000	750.000	750.000	750.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	24.000	24.000	24.000	24.000	24.000	24.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	38.000	38.000	38.000	38.000	38.000	38.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	52.000	52.000	52.000	52.000	52.000	52.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND	# of time and	364.000	364.000	364.000	364.000	364.000	364.000

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	ATTENDANCE (USING STAR)	attendance records						
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	52.000	52.000	52.000	52.000	52.000	52.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	750.000	750.000	750.000	750.000	750.000	750.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	3.000	3.000	3.000	3.000	3.000	3.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	2500.000	2500.00 0	2500.000	2500.000	2500.000	2500.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	104.000	104.000	104.000	104.000	104.000	104.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	500.000	500.000	500.000	500.000	500.000	500.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.8.10 Tennessee –Area Office –Memphis (SERO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTIO	2 ND OPTION	3 RD OPTION	4 TH OPTION
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					N YEAR	YEAR	YEAR	YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	5200.000	5200.00 0	5200.000	5200.000	5200.000	5200.000
5.1.1.1.2	COPY	# of Copy Jobs	8736.000	8736.00 0	8736.000	8736.000	8736.000	8736.000
5.1.1.1.3	SCANNING	#of Scanned Documents	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	41.300	41.300	41.300	41.300	41.300	41.300
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	1248.000	1248.00 0	1248.000	1248.000	1248.000	1248.000
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	2184.000	2184.00 0	2184.000	2184.000	2184.000	2184.000
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	2340.000	2340.00 0	2340.000	2340.000	2340.000	2340.000
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	200.000	200.000	200.000	200.000	200.000	200.000
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	152.000	152.000	152.000	152.000	152.000	152.000
5.1.1.2	SCHEDULING SUPPORTED SERVICES							

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5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	6.000	6.000	6.000	6.000	6.000	6.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	111.000	111.000	111.000	111.000	111.000	111.000
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	3.000	3.000	3.000	3.000	3.000	3.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	1848.000	1848.000	1848.000	1848.000	1848.000	1848.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	104.000	104.000	104.000	104.000	104.000	104.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	104.000	104.000	104.000	104.000	104.000	104.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	52.000	52.000	52.000	52.000	52.000	52.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	62.400	62.400	62.400	62.400	62.400	62.400
5.1.1.3.8	MAIL	# of mail	416.000	416.000	416.000	416.000	416.000	416.000

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	DISTRIBUTION	distributions						
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	4368.000	4368.000	4368.000	4368.000	4368.000	4368.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	2540.000	2540.000	2540.000	2540.000	2540.000	2540.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	2436.000	2436.000	2436.000	2436.000	2436.000	2436.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.9 SOUTHWEST REGION

7.9.1 Dallas, Texas – Regional Office (SWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	12726	12726	12726	12726	12726	12726
5.1.1.1.2	COPY	# of Copy Jobs	130823	130823	130823	130823	130823	130823
5.1.1.1.3	SCANNING	#of Scanned	195	195	195	195	195	195

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		Documents						
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	4	4	4	4	4	4
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	3315	3315	3315	3315	3315	3315
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	1058	1058	1058	1058	1058	1058
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	3525	3525	3525	3525	3525	3525
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	3020	3020	3020	3020	3020	3020
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	830	830	830	830	830	830
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	1102	1102	1102	1102	1102	1102
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	551	551	551	551	551	551
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	306	306	306	306	306	306
5.1.1.2.4	CALENDAR – SUPERVISOR'S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR –	# of calendars	0	0	0	0	0	0

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	GROUP	maintained						
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	26	26	26	26	26	26
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	600	600	600	600	600	600
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	26	26	26	26	26	26
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	2	2	2	2	2	2
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	1	1	1	1	1	1
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	4	4	4	4	4	4
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250	250	250	250	250	250
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	52	52	52	52	52	52
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	1	1	1	1	1	1
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken	250	250	250	250	250	250
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0	0	0	0	0	0

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5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	8750	8750	8750	8750	8750	8750
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1250	1250	1250	1250	1250	1250
5.1.1.4.3	MESSAGE SERVICES	# of messages	2500	2500	2500	2500	2500	2500
5.1.1.4.4	ESCORTING	# of visitors	26	26	26	26	26	26

7.9.2 Austin, Texas – Field Office (SWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTIO N YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	3429	3429	3429	3429	3429	3429
5.1.1.1.2	COPY	# of Copy Jobs	2769	2769	2769	2769	2769	2769
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDE NCE	# of Draft Correspondence	1560	1560	1560	1560	1560	1560
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and	1560	1560	1560	1560	1560	1560

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		Finalized						
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	12	12	12	12	12	12
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	432	432	432	432	432	432
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	1390	1390	1390	1390	1390	1390
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	0	0	0	0	0	0

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5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	156	156	156	156	156	156
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	43	43	43	43	43	43
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	32	32	32	32	32	32
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	27	27	27	27	27	27
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	0	0	0	0	0	0
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0	0	0	0	0	0
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	2	2	2	2	2	2
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken	8	8	8	8	8	8
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	1	1	1	1	1	1
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	2600	2600	2600	2600	2600	2600
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	780	780	780	780	780	780
5.1.1.4.3	MESSAGE	# of messages	820	820	820	820	820	820

	SERVICES							
5.1.1.4.4	ESCORTING	# of visitors	120	120	120	120	120	120

7.9.3 Baton Rouge, Louisiana – Field Office (SWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	2718	2718	2718	2718	2718	2718
5.1.1.1.2	COPY	# of Copy Jobs	62	62	62	62	62	62
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	36	36	36	36	36	36
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	27	27	27	27	27	27
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	0	0	0	0	0	0
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	0	0	0	0	0	0
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES	# of materials and	0	0	0	0	0	0

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	DOCUMENTS AND MATERIALS	documents assembled						
5.1.1.2	SCHEDULING SUPPORTED SERVICES		0	0	0	0	0	0
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	0	0	0	0	0	0
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	0	0	0	0	0	0
5.1.1.3.5	CORRECTED TIME AND	# of corrected Time and Attendance	0	0	0	0	0	0

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	ATTENDANCE							
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0	0	0	0	0	0
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0	0	0	0	0	0
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	0	0	0	0	0	0
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0	0	0	0	0	0
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0	0	0	0	0	0
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	0	0	0	0	0	0
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0	0	0	0	0	0
5.1.1.4.3	MESSAGE SERVICES	# of messages	0	0	0	0	0	0
5.1.1.4.4	ESCORTING	# of visitors	0	0	0	0	0	0

7.9.4 Dallas, Texas – Field Office (SWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING							

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	DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	30	30	30	30	30	30
5.1.1.1.2	COPY	# of Copy Jobs	144	144	144	144	144	144
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	1	1	1	1	1	1
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	166	166	166	166	166	166
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	0	0	0	0	0	0
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	277	277	277	277	277	277
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	312	312	312	312	312	312
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	841	841	841	841	841	841
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	6	6	6	6	6	6

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5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	3	3	3	3	3	3
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	17	17	17	17	17	17
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	3	3	3	3	3	3
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	353	353	353	353	353	353
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	130	130	130	130	130	130
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	1	1	1	1	1	1
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	26	26	26	26	26	26
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	7	7	7	7	7	7
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	52	52	52	52	52	52
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0	0	0	0	0	0
5.1.1.3.10	INVENTORY	# of inventories	0	0	0	0	0	0

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	CONTROL	maintained						
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken	0	0	0	0	0	0
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0	0	0	0	0	0
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	30	30	30	30	30	30
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	16	16	16	16	16	16
5.1.1.4.3	MESSAGE SERVICES	# of messages	0	0	0	0	0	0
5.1.1.4.4	ESCORTING	# of visitors	150	150	150	150	150	150

7.9.5 Houston, Texas – Field Office (SWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	0	0	0	0	0	0
5.1.1.1.2	COPY	# of Copy Jobs	120	120	120	120	120	120
5.1.1.1.3	SCANNING	# of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be	0	0	0	0	0	0

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		Shredded (5000 Pages per box)						
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	18	18	18	18	18	18
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	125	125	125	125	125	125
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	3000	3000	3000	3000	3000	3000
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	0	0	0	0	0	0
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	12	12	12	12	12	12
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING	# of training requests processed	0	0	0	0	0	0

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	(FOR STAFF)							
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	234	234	234	234	234	234
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	1	1	1	1	1	1
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	26	26	26	26	26	26
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	3	3	3	3	3	3
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	14	14	14	14	14	14
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	4	4	4	4	4	4
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	1	1	1	1	1	1
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	48	48	48	48	48	48
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	1	1	1	1	1	1
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken	0	0	0	0	0	0
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	2	2	2	2	2	2
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	1	1	1	1	1	1
5.1.1.4	RECEPTION							

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	SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	6000	6000	6000	6000	6000	6000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0	0	0	0	0	0
5.1.1.4.3	MESSAGE SERVICES	# of messages	6	6	6	6	6	6
5.1.1.4.4	ESCORTING	# of visitors	0	0	0	0	0	0

7.9.6 Little Rock, Arkansas – Field Office (SWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	8400	8400	8400	8400	8400	8400
5.1.1.1.2	COPY	# of Copy Jobs	6000	6000	6000	6000	6000	6000
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	0	0	0	0	0	0
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	5	5	5	5	5	5
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	5	5	5	5	5	5
5.1.1.1.7	DOCUMENT	# of times	0	0	0	0	0	0

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	LOGS	information is logged						
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	480	480	480	480	480	480
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	0	0	0	0	0	0
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	600	600	600	600	600	600
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0	0	0	0	0	0

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5.1.1.3.3	DATA MANIPULATION	# of data jobs	0	0	0	0	0	0
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	26	26	26	26	26	26
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	2	2	2	2	2	2
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	1	1	1	1	1	1
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	4	4	4	4	4	4
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250	250	250	250	250	250
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	52	52	52	52	52	52
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	1	1	1	1	1	1
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken	250	250	250	250	250	250
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0	0	0	0	0	0
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	8750	8750	8750	8750	8750	8750
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1250	1250	1250	1250	1250	1250
5.1.1.4.3	MESSAGE SERVICES	# of messages	2500	2500	2500	2500	2500	2500
5.1.1.4.4	ESCORTING	# of visitors	26	26	26	26	26	26

7.9.7 Dallas, Texas – Area Office (SWRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTIO N YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	1686	1686	1686	1686	1686	1686
5.1.1.1.2	COPY	# of Copy Jobs	321	321	321	321	321	321
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	13	13	13	13	13	13
5.1.1.1.5	DRAFT CORRESPONDE NCE	# of Draft Correspondence	247	247	247	247	247	247
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	238	238	238	238	238	238
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	0	0	0	0	0	0
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	91	91	91	91	91	91
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	2806	2806	2806	2806	2806	2806
5.1.1.2	SCHEDULING							

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	SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	2868	2868	2868	2868	2868	2868
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	2	2	2	2	2	2
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	747	747	747	747	747	747
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	48	48	48	48	48	48
5.1.1.3.3	DATA MANIPULATION	# of data jobs	48	48	48	48	48	48
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	26	26	26	26	26	26
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	52	52	52	52	52	52
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	40	40	40	40	40	40
5.1.1.3.7	PURCHASING	# of requisitions	9	9	9	9	9	9

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	REQUESTS							
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	750	750	750	750	750	750
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	24	24	24	24	24	24
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0	0	0	0	0	0
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken	250	250	250	250	250	250
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	2	2	2	2	2	2
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0	0	0	0	0	0
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	809	809	809	809	809	809
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	67	67	67	67	67	67
5.1.1.4.3	MESSAGE SERVICES	# of messages	0	0	0	0	0	0
5.1.1.4.4	ESCORTING	# of visitors	0	0	0	0	0	0

7.10 WESTERN REGION

7.10.1 California – Regional Office -San Francisco (WRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	8564	8564	8564	8564	8564	8564

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5.1.1.1.2	COPY	# of Copy Jobs	3090	3090	3090	3090	3090	3090
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	50	50	50	50	50	50
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	168	168	168	168	168	168
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	428	428	428	428	428	428
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	1554	1554	1554	1554	1554	1554
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	1250	1250	1250	1250	1250	1250
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	9321	9321	9321	9321	9321	9321
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	1	1	1	1	1	1
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	2036	2036	2036	2036	2036	2036
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	16	16	16	16	16	16

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5.1.1.2.4	CALENDAR – SUPERVISOR'S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	624	624	624	624	624	624
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	6	6	6	6	6	6
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	3912.000	3912.000	3912.000	3912.000	3912.000	3912.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	2210.000	2210.000	2210.000	2210.000	2210.000	2210.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	59.000	59.000	59.000	59.000	59.000	59.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	1.500	1.500	1.500	1.500	1.500	1.500
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	1520.000	1520.000	1520.000	1520.000	1520.000	1520.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	1509.600	1509.600	1509.600	1509.600	1509.600	1509.600
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	4.000	4.000	4.000	4.000	4.000	4.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING	# of times	8.000	8.000	8.000	8.000	8.000	8.000

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	AND ANNUAL FILE MAINTENANCE	archiving and file maintenance occur						
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	4.000	4.000	4.000	4.000	4.000	4.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	7200.000	7200.00 0	7200.000	7200.000	7200.000	7200.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	1592.000	1592.00 0	1592.000	1592.000	1592.000	1592.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	1750.000	1750.00 0	1750.000	1750.000	1750.000	1750.000
5.1.1.4.4	ESCORTING	# of visitors	4.000	4.000	4.000	4.000	4.000	4.000

7.10.2 Hawaii – Field Office-Honolulu (WRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTIO N YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	480	480	480	480	480	480
5.1.1.1.2	COPY	# of Copy Jobs	1040	1040	1040	1040	1040	1040
5.1.1.1.3	SCANNING	#of Scanned Documents	120	120	120	120	120	120
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	5	5	5	5	5	5

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5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	936	936	936	936	936	936
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	312	312	312	312	312	312
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	2496	2496	2496	2496	2496	2496
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	208	208	208	208	208	208
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	48	48	48	48	48	48
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	8	8	8	8	8	8
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	10	10	10	10	10	10
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	36	36	36	36	36	36
5.1.1.2.4	CALENDAR – SUPERVISOR'S	# of calendars maintained	288	288	288	288	288	288
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	288	288	288	288	288	288
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	12	12	12	12	12	12
5.1.1.3	OFFICE							

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	OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	5115.000	5115.000	5115.000	5115.000	5115.000	5115.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	104.000	104.000	104.000	104.000	104.000	104.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	1040.000	1040.000	1040.000	1040.000	1040.000	1040.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	7248.000	7248.000	7248.000	7248.000	7248.000	7248.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE	# of phone calls	0.000	0.000	0.000	0.000	0.000	0.000

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	ANSWERING	received						
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.4	ESCORTING	# of visitors	0.000	0.000	0.000	0.000	0.000	0.000

7.10.3 California – Field Office (WRO)-Los Angeles

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTION YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	5000	5000	5000	5000	5000	5000
5.1.1.1.2	COPY	# of Copy Jobs	640	640	640	640	640	640
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	36	36	36	36	36	36
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	1812	1812	1812	1812	1812	1812
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	0	0	0	0	0	0
5.1.1.1.7	DOCUMENT LOGS	# of times information is	1248	1248	1248	1248	1248	1248

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		logged						
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	1000	1000	1000	1000	1000	1000
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	1000	1000	1000	1000	1000	1000
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	4750.000	4750.000	4750.000	4750.000	4750.000	4750.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA	# of data jobs	250.000	250.000	250.000	250.000	250.000	250.000

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	MANIPULATION							
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	208.000	208.000	208.000	208.000	208.000	208.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	500.000	500.000	500.000	500.000	500.000	500.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	500.000	500.000	500.000	500.000	500.000	500.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	1.000	1.000	1.000	1.000	1.000	1.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	4500.000	4500.000	4500.000	4500.000	4500.000	4500.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.4.4	ESCORTING	# of visitors	468.000	468.000	468.000	468.000	468.000	468.000

7.10.4 Arizona – Field Office (WRO)-Phoenix

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTIO N YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	2600	2600	2600	2600	2600	2600
5.1.1.1.2	COPY	# of Copy Jobs	3000	3000	3000	3000	3000	3000
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	520	520	520	520	520	520
5.1.1.1.5	DRAFT CORRESPONDE NCE	# of Draft Correspondence	500	500	500	500	500	500
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	500	500	500	500	500	500
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	1000	1000	1000	1000	1000	1000
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	1560	1560	1560	1560	1560	1560
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	1000	1000	1000	1000	1000	1000

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5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0	0	0	0	0	0
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	0	0	0	0	0	0
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	0	0	0	0	0	0
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0	0	0	0	0	0
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	2312.000	2312.00 0	2312.000	2312.000	2312.000	2312.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	52.000	52.000	52.000	52.000	52.000	52.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	4.000	4.000	4.000	4.000	4.000	4.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND	# of Leave Audits	0.000	0.000	0.000	0.000	0.000	0.000

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	ATTENDANCE							
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	524.000	524.000	524.000	524.000	524.000	524.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	5000.000	5000.000	5000.000	5000.000	5000.000	5000.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	250.000	250.000	250.000	250.000	250.000	250.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	2500.000	2500.000	2500.000	2500.000	2500.000	2500.000
5.1.1.4.4	ESCORTING	# of visitors	250.000	250.000	250.000	250.000	250.000	250.000

7.10.5 Oregon – Field Office-Portland (WRO)

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1 ST OPTION YEAR	2 ND OPTION YEAR	3 RD OPTION YEAR	4 TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	2600	2600	2600	2600	2600	2600

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5.1.1.1.2	COPY	# of Copy Jobs	2160	2160	2160	2160	2160	2160
5.1.1.1.3	SCANNING	#of Scanned Documents	0	0	0	0	0	0
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	144	144	144	144	144	144
5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	90	90	90	90	90	90
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	90	90	90	90	90	90
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	864	864	864	864	864	864
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	384	384	384	384	384	384
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	576	576	576	576	576	576
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	36	36	36	36	36	36
5.1.1.2.3	CONFERENCE ROOM	# of rooms scheduled	0.000	0.000	0.000	0.000	0.000	0.000

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	SCHEDULES							
5.1.1.2.4	CALENDAR – SUPERVISOR’S	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3	OFFICE OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	36.000	36.000	36.000	36.000	36.000	36.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						

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5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	0.000	0.000	0.000	0.000	0.000	0.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE ANSWERING	# of phone calls received	6600.000	6600.00 0	6600.000	6600.000	6600.000	6600.000
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	432.000	432.000	432.000	432.000	432.000	432.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	5760.000	5760.00 0	5760.000	5760.000	5760.000	5760.000
5.1.1.4.4	ESCORTING	# of visitors	288.000	288.000	288.000	288.000	288.000	288.000

7.10.6 California – Field Office (WRO)-Sacramento

RFP	TASK	WORKLOAD INDICATOR	CURRENT ANNUAL	BASE YEAR	1ST OPTIO N YEAR	2ND OPTION YEAR	3RD OPTION YEAR	4TH OPTION YEAR
5.1.1.1	PROCESSING DOCUMENTS							
5.1.1.1.1	FILING	# of Documents Filed	7500	7500	7500	7500	7500	7500
5.1.1.1.2	COPY	# of Copy Jobs	5000	5000	5000	5000	5000	5000
5.1.1.1.3	SCANNING	#of Scanned Documents	52	52	52	52	52	52
5.1.1.1.4	SHREDDING	# of Boxes of documents to be Shredded (5000 Pages per box)	4	4	4	4	4	4

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5.1.1.1.5	DRAFT CORRESPONDENCE	# of Draft Correspondence	5000	5000	5000	5000	5000	5000
5.1.1.1.6	FORMAT AND FINALIZING	#of Documents Formatted and Finalized	2500	2500	2500	2500	2500	2500
5.1.1.1.7	DOCUMENT LOGS	# of times information is logged	2500	2500	2500	2500	2500	2500
5.1.1.1.8	ACTION TRACKING	# of Documents routed for action	2500	2500	2500	2500	2500	2500
5.1.1.1.9	ASSEMBLES DOCUMENTS AND MATERIALS	# of materials and documents assembled	2500	2500	2500	2500	2500	2500
5.1.1.2	SCHEDULING SUPPORTED SERVICES							
5.1.1.2.1	TRAVEL SCHEDULING	# of trips scheduled	10	10	10	10	10	10
5.1.1.2.2	TRAVEL PROCESSING	# of travel forms processed	36	36	36	36	36	36
5.1.1.2.3	CONFERENCE ROOM SCHEDULES	# of rooms scheduled	48	48	48	48	48	48
5.1.1.2.4	CALENDAR – SUPERVISOR'S	# of calendars maintained	104	104	104	104	104	104
5.1.1.2.5	CALENDAR – GROUP	# of calendars maintained	364	364	364	364	364	364
5.1.1.2.6	TRAINING REQUEST PROCESSING (FOR STAFF)	# of training requests processed	0	0	0	0	0	0
5.1.1.3	OFFICE							

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	OPERATIONS							
5.1.1.3.1	DATA ENTRY	# of data entries from software Applications	45510.000	45510.000	45510.000	45510.000	45510.000	45510.000
5.1.1.3.2	EVIDENCE OR MAINTENANCE CONTROL	# of investigations materials controlled	240.000	240.000	240.000	240.000	240.000	240.000
5.1.1.3.3	DATA MANIPULATION	# of data jobs	84.000	84.000	84.000	84.000	84.000	84.000
5.1.1.3.4	TIME AND ATTENDANCE (USING STAR)	# of time and attendance records	96.000	96.000	96.000	96.000	96.000	96.000
5.1.1.3.5	CORRECTED TIME AND ATTENDANCE	# of corrected Time and Attendance	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.6	LEAVE AUDIT OF TIME AND ATTENDANCE	# of Leave Audits	216.000	216.000	216.000	216.000	216.000	216.000
5.1.1.3.7	PURCHASING REQUESTS	# of requisitions	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.8	MAIL DISTRIBUTION	# of mail distributions	8750.000	8750.000	8750.000	8750.000	8750.000	8750.000
5.1.1.3.9	OUTGOING MAIL SERVICES	# of outgoing service requests	25314.000	25314.000	25314.000	25314.000	25314.000	25314.000
5.1.1.3.10	INVENTORY CONTROL	# of inventories maintained	12.000	12.000	12.000	12.000	12.000	12.000
5.1.1.3.11	OFFICE SECURITY	# of times security steps are taken						
5.1.1.3.12	ARCHIVING AND ANNUAL FILE MAINTENANCE	# of times archiving and file maintenance occur	2.000	2.000	2.000	2.000	2.000	2.000
5.1.1.3.13	PUBLICATIONS MANAGEMENT REQUESTS	# of requests processed	70.000	70	70.000	70.000	70.000	70.000
5.1.1.4	RECEPTION SERVICES							
5.1.1.4.1	TELEPHONE	# of phone calls	43750.000	43750	43750.000	43750.000	43750.000	43750.000

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	ANSWERING	received			0			
5.1.1.4.2	FACSIMILE SERVICES	# of faxes	2500.000	2500.00 0	2500.000	2500.000	2500.000	2500.000
5.1.1.4.3	MESSAGE SERVICES	# of messages	12500.000	12500.0 00	12500.00 0	12500.000	12500.000	12500.000
5.1.1.4.4	ESCORTING	# of visitors	156.000	156.000	156.000	156.000	156.000	156.000